MINNESOTA
PUBLIC UTILITIES COMMISSION

October 15, 2018

Senator Julie A. Rosen Chair Senate Finance Committee	Senator Richard Cohen Ranking Minority Member Senate Finance Committee
Senator David J. Osmek Chair Senate Energy and Utilities Finance and Policy Committee	Senator John Marty Ranking Minority Member Senate Energy and Utilities Finance and Policy Committee
Rep. Jim Knoblach Chair House Ways and Means Committee	Rep. Lyndon Carlson Sr. Ranking Minority Member House Ways and Means Committee
Rep. Pat Garofalo Chair House Job Growth and Energy Affordability Policy and Finance Committee	Rep. Karen Clark Rep. Tim Mahoney Rep. Jean Wagenius Co-Ranking Minority Members House Job Growth and Energy Affordability Policy and Finance Committee

Dear Senators Rosen, Cohen, Osmek, and Marty and Representatives Knoblach, Carlson, Garofalo, Clark, Mahoney, and Wagenius:

Laws of Minnesota 2017, 1st Special Session, Chapter 4, Article 2, Section 16 provides that certain State agencies must submit to you an Interagency Agreement and Transfer Report by October 15, 2018. Attached is the Report of the Minnesota Public Utilities Commission.

Please let me know if you have any questions or would like additional information.

Sincerely,

Daniel P. Wolf

Daniel P. Wolf
Executive Secretary

C: Legislative Reference Library

Minnesota Management and Budget (MMB)

FY 2018 Transfers

October 15, 2018

TRANSFER FROM					TRANSFER TO						
Transfer Out Agency	Transfer Out Fund Name	Transfer Out AppropID	Transfer Out AppropID Name	Transfer Out Amt	Transfer In Agency	Transfer In Fund Name	Transfer In AppropID	Transfer In AppropID Name	Transfer In Amount	Purpose of Transfer	Legal Authority for Transfer
					N/A						
TOTAL				**0**					**-**		

Minnesota Public Utilities Commission

FY 2018 Interagency Agreements and Service Level Agreements

October 15, 2018

Agency	Amount	Legal Authority	Purpose	Effective Date	Duration
MN.IT Services	$ 469,872	M.S. 16E.016	MN.IT provides enterprise IT services to the Commission.	7/1/2017	FY 2019
Total	**$ 469,872**				

MN.IT SERVICES

Section 1: Service Agreement

Public Utilities Commission Service Agreement

Introduction

The aim of this Agreement is to provide a basis for close co-operation between the Office of Enterprise Technology (d/b/a MN.IT Services or MN.IT) and Public Utilities Commission (Agency), for support services to be provided by MN.IT to the Agency, thereby ensuring timely, cost effective and efficient support services are available to Agency end users.

The primary objective of this document is to define the service delivery items that will govern the relationship between MN.IT and the Agency. The SLA documents the required business facing information technology (IT) services that support the existing Agency business processes at the existing service levels. This SLA determines the IT service delivery performance baseline from which any desired future changes will be negotiated.

This SLA, and all appendices which are incorporated herein by reference, supersede in their entirety any previous agreements between the Office of Enterprise Technology and the Agency relating to Laws of Minnesota 2011, First Special Session chapter 10, article 4 (the IT Consolidation Act). This SLA is authorized by and implements the requirements set forth in the IT Consolidation Act. This SLA is intended to serve as a transitional agreement delineating the parties' responsibilities until superseded by future amendments.

For purposes of this SLA, "information technology" is defined as the acquisition, storage, communication, and processing of information by computers, telecommunications, applications and other software. This information includes, but is not limited to business data, voice, images, and video. IT provides businesses with business process automation, productivity tools and information delivery services to help execute the business strategy. Specific components of IT include, but are not limited to, all enterprise and agency-specific (unique) applications (business application software and related technical support services), system software, networks, databases, telecommunications, data centers, mainframes, servers, desktops and monitors/laptops/mobile computing devices, output devices such as printers, electronic mail, office systems, reporting, and other standard software tools, helpdesk, upgrades, security and continuity, and maintenance and support of these systems.

The success of this SLA and the cooperative relationship created is dependent on each party understanding and fulfilling their responsibilities and generating an environment conducive to the achievement and maintenance of targeted service levels.

Objectives of Service Level Agreements

- To create an environment that is conducive to a cooperative relationship between MN.IT and the Agency to ensure the effective support of end users who conduct state government business
- To document the responsibilities of all parties taking part in the Agreement
- To ensure that the Agency achieves the provision of a high quality of service for end users with the support of MN.IT
- To define the start of the Agreement and the process for reviewing and amending the SLA
- To define in detail the services to be delivered by MN.IT and the level of service and anticipated costs that can be expected by the Agency, thereby reducing the risk of misunderstandings
- To provide a common understanding of service requirements/capabilities and of the principles involved in the measurement of service levels/objectives
- To provide the parties to the SLA a single, easily referenced document that addresses the objectives as listed above

Agreeing Parties

The Office of Enterprise Technology (d/b/a MN.IT Services or MN.IT)

Public Utilities Commission (Agency)

Agreement Schedule

Start Date: July 1, 2012

Review Process

This Agreement will be reviewed no less frequently than annually on a mutually agreed upon date, by the Agency and MN.IT. The review will include an evaluation of the services provided and service levels required by the Agency as of the date of the review. To the extent reasonably necessary to meet the business needs of the Agency, the parties to this SLA agree to use best efforts to amend the SLA to change and update the Agreement to reflect the Agency's business needs.

Contact Details

The following contacts are responsible for the monitoring and maintenance of this Agreement. Please refer to Section 2 for how to make operational requests.

	Name	Phone	Email address
Agency Primary Contact:	Burl Haar	651/201-2222	burl.haar@state.mn.us
MN.IT Services Contact	Greg Fetter	651/282-6406	greg.fetter@state.mn.us

Responsibilities

MN.IT and the Agency will establish a cooperative relationship to achieve efficiencies and improve the delivery of technology services in state government and to citizens, in which MN.IT will act as the IT service provider and the Agency will act as the customer.

In consideration of the mutual promises set forth in this SLA, MN.IT and the Agency agree to all terms in this SLA, including as follows:

In conjunction with state agencies and others stakeholders, MN.IT will establish and maintain a formal governance process (Minnesota IT Governance Framework) that includes agency business participation and incorporates agency input into overall IT strategy and direction.

All Agency-based IT-related employees are accountable to the Agency-based chief information officer (CIO) and, through the Agency-based CIO, report to the State CIO or designee. All Agency-based IT-related employees are MN.IT employees, but the Agency will continue to provide a portion of the support services, as agreed upon and as needed. (Hereinafter Agency-based IT-related employees are referred to as Agency-based MN.IT employees.)

MN.IT reserves and may exercise, during the term of the SLA, the right to assume the salary and other costs, provision of support services and administrative responsibility for Agency-based MN.IT employees for the purposes of complying with the IT Consolidation Act and improving Agency IT services, reassigned roles and/or service consolidation. It is anticipated that some of these changes will commence in fiscal year 2013.

MN.IT's oversight authority includes, but is not limited to, IT-related planning activities, budget management, purchasing, policy development, policy implementation, and direction of Agency-based MN.IT employees. MN.IT's oversight authority does not extend to the non-IT portions of the Agency's business operations.

Pursuant to Minnesota Statutes section 16E.016, MN.IT has the authority and is responsible for the provisioning, improvement, and development of all Agency IT systems and services as directed and delegated by MN.IT to the Agency-based CIO. In performing these duties, MN.IT will take into consideration all of the Agency's concerns and requests, as reasonably required to address the Agency's business needs.

All IT-related funds remain under the control of the Agency for accounting and administrative purposes, and MN.IT will direct and delegate authority for the management of those funds to the Agency-based CIO. All IT-related resources, regardless of funding source, constitute the Agency budget for IT (IT Budget). The Agency's total IT Budget includes, but is not limited to, budgets/funds for: Agency-based MN.IT employee salaries and fringe benefits; IT-related hardware, software, equipment, and asset maintenance; IT-related space rental, maintenance, and utilities; and IT-related professional internal and external services and all other IT-related contracts. The IT Budget includes, but is not limited to, the resources supporting the Agency IT-related activity or service components in all Agency divisions or units. The IT Budget will be considered to constitute the full and complete Agency budget for all IT activity at the Agency. The IT Budget does not include Agency resources that are outside the IT Budget.

MN.IT, through the Agency-based CIO and in consultation with the Agency, and the Agency chief financial officer (CFO), agrees to manage existing Agency-based IT resources consistent with this SLA. MN.IT intends to comply with all legal restrictions and requirements on those resources, if any.

MN.IT Services Roles and Responsibilities

MN.IT will exercise all authority and responsibilities in a manner that assures the best interests of the State and the Agency it serves while meeting the intent of the IT Consolidation Act as interpreted by the State CIO.

MN.IT is responsible for:

- Managing all IT strategic planning and establishing the State's IT direction in the form of policies, standards, guidelines and directives.
- Developing and determining delivery strategies for all executive branch state agency IT activity and services consistent with the Minnesota IT Governance Framework.
- Managing IT resource deployment at the executive branch level based on strategic planning, service delivery strategies, Agency and executive branch business needs and legal restrictions and requirements on IT resources and IT resource funding.
- Performing an agreed upon portion of human resources services for the Agency-based CIO and Agency-based MN.IT employees. MN.IT has authority with regard to IT-related employment including, but not limited to, hiring, discharging, transferring,

and promoting the Agency-based CIO and Agency-based MN.IT employees. MN.IT has the responsibility to respond to and address disputes, disciplinary actions and grievances related to MN.IT employees.

- Delegating appropriate authority to the Agency-based CIO and providing direction and guidance to the Agency-based CIO in Agency IT business operations including, but not limited to, IT-related planning, budgets, purchasing, service strategy, policy development and implementation, and personnel management of Agency-based MN.IT employees.
- Determining responsibility, role, and compensation for the Agency-based CIO; creating a position description, completing performance appraisals of the Agency-based CIO and implementing performance-related measures including performance management, in consultation with the Agency.
- Providing guidance on the roles and responsibilities of MN.IT, the Agency-based CIO and the Agency related to the management and responses to data requests made under Minnesota Statutes chapter 13 for Agency data or information that resides on MN.IT-managed technology equipment. Agency data or information that resides on MN.IT-managed technology equipment is subject to Minnesota Statutes chapter 13 and MN.IT will comply accordingly.
- Promptly notify Agency, through the Agency-based CIO, of a known or suspected IT security breach of Agency's not public data. MN.IT will work with Agency to comply with notice and regulatory requirements under Minnesota Statutes chapter 13 and other applicable state and federal laws, rules and regulations. MN.IT and Agency-based CIO will work to identify the deficiency that led to the breach and to correct, mitigate and remediate the deficiency, which may require additional resources. Additional details regarding the requirements and coordination of IT security data breaches are included in the Enterprise Information Security Incident Management Standard (available on the MN.IT website).
- Working with Agency-based CIO and Agency regarding implementation of a MN.IT employee training program to satisfy applicable federal and state requirements for Agency data access and handling, if any. Additional details regarding the requirements and coordination of data training are included in the Enterprise Information Security Training and Awareness Standard (available on the MN.IT website).
- Implementing and maintaining appropriate IT internal controls for all IT-related business in accordance with MN.IT, Agency, and MMB policies, standards, and guidance. MN.IT is not responsible for maintaining internal controls for Agency non-IT related business.
- MN.IT, through the Agency-based CIO, will work in good faith with Agency to comply with all applicable state and federal laws, rules and regulations. Additional Agency-specific legal or regulatory requirements may be located in Appendix A. If the Agency is not in compliance at the time of transition (July-August 2012) then additional resources may be required to bring the Agency into compliance.

The Agency-based Chief Information Officer Roles and Responsibilities

The Agency-based CIO represents MN.IT at the Agency and has delegated oversight over all Agency-based MN.IT resources and employees. The Agency-based CIO has the authority and responsibility to:

- Manage the centralized reporting structure for all Agency-based MN.IT employees in consultation with the Agency and under the direction of MN.IT.
- Manage the Agency IT Budget, including the determination of service delivery strategies for IT services.
- Hire and manage Agency-based MN.IT employees, in coordination with human resources personnel, including, but not limited to, managing the work direction, selection, evaluation, reallocation, reclassification, promotion, recognition, and coaching; administering disciplinary actions when necessary; and responding to any disputes or grievances filed by MN.IT employees.
- Manage and approve all IT purchasing consistent with Minnesota Statutes Chapter 16C and other applicable laws, and in consultation with the Agency.
- Represent the Agency's strategic IT direction, planning, business needs and priorities to MN.IT.
- Comply with and implement at the Agency all MN.IT IT policies, standards, guidelines, direction, strategies, and decisions.
- Comply with and implement at the Agency all Agency policies, standards, guidelines, direction, strategies, and decisions, unless in conflict with MN.IT IT policies, standards, guidelines, direction, strategies, and decisions.
- Report directly to and be held accountable by MN.IT for IT operational direction including, but not limited to, IT-related planning activities, budget management, purchasing, policy development, policy implementation and management of Agency-based MN.IT employees.
- Manage the oversight and authority for Agency IT-related activities - including, but not limited to, performance and functionality of Agency IT systems and applications - in a manner that supports statewide direction and policies established by MN.IT; enables appropriate technology, methodology, and industry best practices as directed by MN.IT; and advances the vision, mission, goals, and business needs of the Agency.
- Assist Agencies, as requested, with the prompt fulfillment of requests made pursuant to Minnesota Statutes chapter 13 for Agency data or information that resides on MN.IT-managed technology equipment. The responsibilities of MN.IT, the Agency-based CIO, and the Agency related to these requests are further delineated in the Office of Enterprise Technology's data practices requests guidance document (issued Jan 3, 2012, revised April 3, 2012).
- Notify MN.IT of a known or suspected IT security breach of Agency's not public data, and promptly notify Agency of a known or suspected IT security breach of Agency's not public data. Agency-based CIO will work with MN.IT and Agency to comply with

notice and regulatory requirements under Minnesota Statutes chapter 13 and other applicable state and federal laws, rules and regulations. Agency-based CIO will work with MN.IT to identify the deficiency that led to the breach and to correct, mitigate and remediate the deficiency. Additional details regarding the requirements and coordination of IT security data breaches are included in the Enterprise Information Security Incident Management Standard (available on the MN.IT website).

- Consult and coordinate with MN.IT and the Agency regarding implementation of a MN.IT employee training program to satisfy applicable federal and state requirements for Agency data access and handling, if any. Additional details regarding the requirements and coordination of data training are included in the Enterprise Information Security Training and Awareness Standard (available on the MN.IT website).
- Work in good faith with MN.IT and Agency to comply with all applicable state and federal laws, rules and regulations. Additional Agency-specific legal or regulatory requirements may be located in Appendix A.

All Agency-based CIO decisions made and discretion exercised pertaining to this SLA are subject to the authority of MN.IT.

The Agency Roles and Responsibilities

In matters related to this SLA, the Agency is responsible for the following:

- Maintaining the Agency-based CIO in a role within the Agency that directly communicates with the Commissioner, Deputy Commissioner, or equivalent incumbent.
- Including the Agency-based CIO as a regular attendee of Agency executive team meetings to provide IT-related reports and ensure that the MN.IT IT strategy supports the business needs of the Agency.
- Communicating with the Agency-based CIO regarding all important Agency IT developments.
- Affording the Agency-based CIO with the authority appropriate to an Agency employee that will enable the Agency-based CIO to manage the IT Budget on the Agency's behalf in cooperation with Agency. This includes, but is not limited to, Agency IT purchasing authority and hiring selection for Agency-based MN.IT employees.
- Determining and communicating new service requirements to the Agency-based CIO based on program needs, including, but not limited to, changes in service volumes and IT projects, identifying funds for new services, and initiating a change to this SLA and/or the IT Budget, as prescribed by the SLA and this Section.
- Providing input to the State CIO on performance appraisals and performance management for the Agency-based CIO.
- Continuing to perform all financial accounting services for the Agency's total IT Budget, including, but not limited to, providing the Agency-based CIO with regular

financial reporting sufficient to plan, manage and commit funding for Agency IT services, as well as fiscal operations and functions related to the Agency-based CIO and Agency-based MN.IT employees.

- Continuing to perform a portion of the human resources services related to the Agency-based CIO and Agency-based MN.IT employees, as needed and agreed upon by the parties to this SLA. Any legal matters involving an Agency-based MN.IT employee initiated prior to this SLA continue to be the Agency's responsibility in all respects.
- Continuing to perform a portion of the other administrative services, including responding to data requests under the Minnesota Government Data Practices Act (Minnesota Statutes chapter 13) and legislative functions, as needed and agreed upon by the parties to this SLA.
- As the "responsible authority" for Agency data or information, the Agency must respond to requests made pursuant to Minnesota Statutes chapter 13 for Agency data or information that resides on MN.IT-managed technology equipment. The responsibilities of MN.IT, the Agency-based CIO, and the Agency related to these requests are further delineated in the Office of Enterprise Technology's data practices requests guidance document (issued Jan 3, 2012, revised April 3, 2012).
- Notifying Agency-based CIO of any suspected or known IT security breach of Agency's not public data. Agency will work with MN.IT to comply with notice and regulatory requirements under Minnesota Statutes chapter 13 and other applicable state and federal laws, rules and regulations. Agency is responsible for providing any required notifications under Minnesota Statutes section 13.055 and other applicable state and federal laws, rules and regulations. Additional details regarding the requirements and coordination of IT security data breaches are included in the Enterprise Information Security Incident Management Standard (available on the MN.IT website).
- Working with Agency-based CIO and MN.IT regarding implementation of a MN.IT employee training program to satisfy applicable federal and state requirements for Agency data access and handling, if any. Additional details regarding the requirements and coordination of data training are included in the Enterprise Information Security Training and Awareness Standard (available on the MN.IT website).
- Working in good faith with MN.IT and the Agency-based CIO to comply with all applicable state and federal laws, rules and regulations. Additional Agency-specific legal or regulatory requirements may be located in Appendix A. If the Agency is not in compliance at the time of transition (July-August 2012) then additional resources may be required to bring the Agency into compliance.

Acceptance, Amendments, and Termination

MN.IT's provision of services under this SLA and the Agency's use of those services

constitutes acceptance by both parties of all terms in this SLA.

Any amendment to this Section 1, Appendix A , or Appendix B, or termination of this SLA, must be in writing and will not be effective until it has been approved by the State CIO and the Agency Primary Contact identified above. Either party may request an amendment to this Section in writing, with full documentation of purpose and justification.

To make a change to the IT Budget, the Agency's CFO must provide notice, and a reason for the change, to MN.IT's CFO and the Agency-based CIO, and MN.IT's CFO will consult with MMB. A change to the IT Budget may also require a change to the SLA.

Except for Section 1 and Appendices A and B, any other changes to the SLA, including service levels, must be in writing and will not be effective until approved by the State CIO, or designee, and the Agency Primary Contact identified above, or designee. The State CIO, or designee, and the Agency Primary Contact identified above, or designee, may agree to establish a more efficient process to change the SLA (other than Section 1 and Appendices A and B) but all changes must be in writing. A change in service levels may also require a change to the IT Budget, which must follow the process in the preceding paragraph.

Dispute Resolution

The parties agree to cooperate with each other in the performance of the duties and responsibilities under this SLA. Each party to this SLA will make every effort to avoid disputes by clearly documenting communications and engage the applicable chain of command, as necessary. If the parties are unable to reach an agreement with respect to any dispute related to the services, terms and provisions of this SLA, the Agency's Primary Contact and the State's CIO will meet to determine further action.

Liability

Each party shall be responsible for claims, losses, damages and expenses which are proximately caused by the wrongful or negligent acts or omissions, including lack of funding, of that party or its agents, employees or representatives acting within the scope of their duties. Nothing herein shall be construed to limit either party from asserting against third parties any defenses or immunities (including common law, statutory and constitutional) it may have or be construed to create a basis for any claim or suit when none would otherwise exist. This provision shall survive the termination of this Agreement.

Additional Provisions

The terms of this SLA are not meant to supersede or violate any applicable bargaining unit contracts, state laws, or federal laws. If any provision of this SLA is determined to be unenforceable, then such provision will be modified to reflect the parties' intention. All remaining provisions of this SLA shall remain in full force and effect.

Law to Govern

This Agreement shall be governed by the laws of the State of Minnesota. Venue for all legal proceedings arising out of this Agreement, or breach thereof, shall be in the state or federal court with competent jurisdiction in Ramsey County, Minnesota.

Assignment

Neither MN.IT nor the Agency shall assign or transfer any rights or obligations under this SLA without the prior written consent of the other party. This provision must not be construed to limit MN.IT's ability to use third party contractors or products to meet its obligations under this SLA.

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MN.IT SERVICES

Section 2: Service Operations

Service Operations

Customer Service

Customer Relations

Agency-based MN.IT Chief Information Officer (CIO)

The Agency-based CIO has been and will continue to be an integral part of the Agency management team and the primary agency partner for the development of IT plans and the manager of IT solutions that meet the Agency's business needs. Working with Agency business leaders, MN.IT's Agency-based CIO will plan, design, create and maintain IT solutions and work with the Agency to meet service levels, budgets and priorities.

Specifically, the MN.IT Agency-based CIO:

- Leads technology planning, needs assessment, design, and procurement of IT for the Agency
- Partners with Agency business leaders to design create and maintain applications to meet business requirements
- Manages delivery and ongoing operational support of IT at the Agency level
- Provides and reviews with Agency leadership all service level reporting.

MN.IT Services Account Team

Each MN.IT customer also has a designated Account Team for those services that are provided centrally by MN.IT Services. The Account Team is comprised of a primary and backup Account Manager to work with the Agency-based CIO on provisioning and sourcing the central services the Agency needs.

Specifically, the Account Manager:

- Provides consultation; needs assessment; analysis and design of cost-effective centrally provided solutions to meet business needs
- Leverages the full resources of MN.IT's technical expertise to deliver centrally provided solutions to Agency business needs and/or to source them from private partners
- Develops proposals and service agreements for utility and other MN.IT centrally provided services
- Provides service level reporting and reviews, jointly with the Agency-based CIO, on utility and other MN.IT centrally provided services.

The Agency-based CIO and Account Manager are integral parts of the MN.IT team working to bring the Agency the best technology to meet the Agency's needs at the best price performance possible.

Service Level Reporting

Reporting

Recurring service performance reports will be run against the service level targets defined in Section 4. This performance report will be in the form of a monthly IT dashboard with the following attributes:

- Availability
- Capacity
- Service Support
- Recoverability

Reviews

Service reviews will be conducted on a bi-monthly basis and facilitated by the Agency-based CIO through the service level management process.

Requesting Support for MN.IT Services

While every Agency-based office currently manages individual processes and procedures for the support of Agency-based IT services, MN.IT Services, in this document, sets forth standards for service management based on the standard for current centrally delivered services. These standards apply to all service desks, regardless of location, unless otherwise noted.

Following the standards in this section, are the processes and exceptions that are currently in effect at the Agency.

Agency-based CIOs, as a group, are working to define common service management processes that will bring all MN.IT services into alignment with enterprise-wide standards in the future. This SLA will be amended by the Agency-based CIO as changes are made to the specific procedures at the Agency.

MN.IT Service Desk

The MN.IT Service Desk acts as the central point of contact for all IT services. It is the focal point for reporting all service incidents and for all service requests. The MN.IT Service Desk is a skilled, 24x7 on-site operation that performs the first line support for all IT services, fulfilling a large percentage of incidents and requests without escalation.

Definitions

Incident: An incident is any event which is not part of the standard operation of service and which causes, or may cause, an interruption or a reduction in the quality of that IT service.

Service Request: A user request for support, delivery, information, advice, documentation, or a standard change. Service requests are not service disruptions.

Service Desk Activity

Ownership, monitoring, and tracking of all incidents and requests: 100% logging of incidents/ requests; request managed throughout their lifecycle.

Customer-facing first level support for all services: Response to all submitted incidents & requests through incoming calls, email, online and system monitoring alerts in a prompt & efficient manner; provision of customer status.

Escalation: Intensify the response to the incident or request; Coordinate handoff to second-line or third-party support groups, if necessary.

Communications: Communication of planned and unplanned service outages.

Critical Success Factors

The purpose for and criteria for measuring the success of the Service Desk include:

- **Maintaining IT service quality** –as documented in individual Service Level Agreements
- **Maintaining customer satisfaction** – per customer survey metrics
- **Resolving incidents within established service times** – See Service Level Objectives in table below
- **Fulfilling requests within established service times** – See Service Level Objectives in table below

Prioritization

All incidents and service requests will be assessed and assigned a priority based on two criteria: **urgency** and **impact**. Priority drives the incident resolution and request fulfillment process and associated procedures.

Priority Level	Definition	Incident Resolution and Request Fulfillment Service Level Objectives
Critical-1	Any incident that has "massive impact," and is highly visible, impacts a significant number of users, a major agency, application or service and has no redundancy or alternate path.	2 Hours (24x7)
High-2	Any incident that impacts a significant number of users, a major agency application or service, but has redundancy, or an alternate path or bypass.	8 Hours (24x7)
Medium-3	Any incident that impacts a limited number of users with a resource or service down or degraded.	2 Business Days*
Low-4	Any incident that impacts a small number or a single user in which a resource or non-critical service is down or degraded and a deferred fix or maintenance is acceptable.	5 Business Days*

*Business Day = Monday – Friday 8:00 AM – 5:00 PM

Critical-1 Procedures

The MN.IT Service Desk follows Critical-1 escalation and notification procedures 24 hours a day, seven days a week, 365 days a year.

A master incident ticket serves as the source document throughout the event and this ticket number is referenced in all updates regarding the incident.

Stages	Activity	Agency Communications	Notification Objectives
Critical-1 Incident is identified	Agency is notified that a Critical-1 incident is in progress	Email sent to Critical-1 distribution list Service Desk ACD (Automated Call Distributor) is updated	Within 20 minutes of Critical incident being identified

During a Critical-1 Incident	The Service Desk updates Agency regularly while the Critical-1 incident is occurring	Email to the Critical-1 distribution list Service Desk ACD message updated	Every hour, on the hour or as pertinent information becomes available
Critical-1 Incident is resolved	Agency is notified of resolution	Email to the Critical-1 distribution list Service Desk ACD message updated.	Within 10 minutes of resolution
After-Action Analysis and Agency follow-up	Problem Management holds an after-action meeting within 3 business days to review the root cause and define process improvements that can mitigate or prevent future occurrences	A Root Cause Analysis (RCA) report is emailed to the Critical-1 distribution list.	Within 2 business days of the after-action meeting.

MN.IT Central Service Desk Contact Information

(See following pages for information on the Agency-based MN.IT Service Desk)

Business Hours	24 x 7 x 365
Contact Name	MN.IT Service Desk
Phone Number	651-297-1111
Email Address	Service.Desk@state.mn.us
Web Site and Service Catalog	www.MN.gov/oet

Scheduled Maintenance and Changes for MN.IT Services

To ensure the stability, service levels, and availability of services, MN.IT Services uses *change windows* to implement planned changes and maintenance that carry a risk of or are known to impact a service. Requests for maintenance or changes are planned, reviewed, authorized, scheduled and controlled to occur during these windows in order to ensure that they are successful and fully completed within the scheduled change window.

Each request for maintenance or change is:

- **Planned** to ensure prior testing, where possible, proper time estimates, successful change validation testing, and allowance for time to back out the change if problems cannot be resolved.

- **Reviewed** to ensure the plan is appropriate, complete and doesn't conflict with other changes.
- **Authorized** after having had proper levels of approvals, risk assessments, and plans.
- **Scheduled** to avoid conflicts with other changes, mitigate risks and minimize disruption to business.
- **Controlled** to ensure proper process, resources, and execution.
- **Logged/tracked** to ensure that changes are documented in order to facilitate review and control.

Following these procedures ensures the highest success rate with appropriate risk, and minimizes the potential for any interruption in service. In the event the authorized work cannot be successfully completed in the scheduled window, it will be backed out, the service / technology infrastructure will be returned to the previous baseline, the cause for failure will be determined, an implementation plan will be updated, and the change will be authorized for a subsequent window.

Scheduled Maintenance / Change Windows

MN.IT will provide Agency a 5-day advance notice of Scheduled Maintenance. All prescheduled systems maintenance, unless otherwise agreed upon in advance by Service Operations, shall be during the time specified in the scheduled maintenance/change window as follows:

Monday thru Friday: 2:00AM to 6:00AM

Saturday: 2:00 AM to 12:00 PM (NOON)

The service unavailability for scheduled maintenance windows is excluded from uptime (availability) calculations. The maintenance is performed during the time specified in the scheduled maintenance/change window.

Emergency Maintenance and Changes

Emergency changes are typically to resolve an ongoing service outage or degradation or address an emerging security vulnerability, in which case the risks and potential business impact are so high that it is not prudent to wait for the next regularly scheduled change window.

Under certain unforeseen circumstances, MN.IT may need to perform emergency maintenance or changes, such as security patch installation or hardware replacement. If MN.IT is unable to provide customers with advanced notice in cases of emergency maintenance, MN.IT will provide after-the-fact follow-up for the event.

Public Utilities Commission Service Operations Details

MN.IT @ Public Utilities Commission Service Desk

The MN.IT@ Public Utilities Commission Service Desk has the following exceptions to the standards identified in Section 2: Service Operations.

General Information

The Public Utilities Commission expects public facing applications and systems to be available 24x7x365, with 99.9% reliability. Restoration of a single public facing application should be made in 8h from notification of system outage. In the event of a disaster, 8h is understood to be the restoration target, for command access to data, order dependent on the Commission's priority schedule. The Commission expects, and will accept, best efforts to restore systems by MN.IT personnel.

Business hours applications are expected to be available 7:00 AM - 7:00 PM Monday through Friday, except holidays, with 99.9% reliability, and should be restorable within 8h in the event of a single application failure. In disaster events, application restoration priority is determined by the Commission's priority schedule, and 8h is the target for command access to data. The Commission expects, and will accept, best efforts to restore systems by MN.IT personnel.

Contact Information

Service Desk Name	PUC Support
Business Hours	7:30 AM - 5:30 PM
Contact Name	PUC Help Desk
Phone Number	651/296-9430
Email Address	
Web Site and Service Catalog	

Scheduled Maintenance / Change Windows

All prescheduled systems maintenance, unless otherwise agreed upon in advance by Service Operations, shall be during the time specified in the scheduled maintenance/change window as follows:

Monday thru Friday:	5:30 PM - 7:00 AM
Saturday:	
Sunday:	

The service unavailability for scheduled maintenance windows is excluded from uptime (availability) calculations. The maintenance is performed during the time specified in the scheduled maintenance/change window.

MN.IT SERVICES

Section 3: Standard IT Services

Standard IT Services

Introduction

MN.IT Services provides a wide range of technology solutions to agencies. These solutions can be grouped into four broad categories:

1. Standard IT Services
   Information technology solutions that facilitate day-to-day agency business operations. Examples include email, web sites, and telephone service. ***These services are listed in this section.***

2. Agency Applications
   Information technology solutions and Agency business applications that support Agency specific business requirements and related Agency business programs. These services are listed in Section 4.

3. Projects and Initiatives
   Services that deliver a specific outcome. These services are listed in Section 5.

4. Enabling IT Services
   IT solutions that enable the delivery of Standard IT Services and Business Services. Examples include local area networks, firewalls, and help desk services. These services are listed in Appendix D.

Standard IT Services

This section provides an overview of each **Standard IT Service** area and sets specific expectations regarding the performance parameters, delivery, and support of each service. The following Standard IT Services are described in detail on the following pages:

- **Connectivity and Mobility** - wireless access within state locations, virtual private network (VPN) access to state networks, and cellular service plans and devices.
- **Enterprise Unified Communications and Collaboration** - email accounts, email archiving, BlackBerry, ActiveSync, SharePoint, instant messaging, audio/video/net conferencing.
- **Facility Services** - audio-visual equipment and design services for conference rooms, training facilities, and laboratory areas.
- **Security Services** - user identity management, access control, auditing, password policies, forensics, and incident management.

- **Voice Services** - "classic" and voice over IP (VOIP) telephones, long distance, toll free numbers, calling cards, and other telephone-related services.
- **Web Management** - web server management, content delivery and migration, user interface design, information architecture, accessibility, and search.
- **Workstation Management** - operating systems, hardware, software, accessories, peripherals, and security services related to desktop and laptop computers.

Support Hours and Service Availability

MN.IT Services' definition of service levels are designed to give agencies clear expectations for the quality of the services MN.IT provides. The following service documentation outlines the standard service levels for each MN.IT Standard Service, with exceptions noted for any anomalies at the individual agency level. These anomalies will be based on available resources and/or particular Agency business needs that have been identified by the Agency. The documented service levels and exceptions as described in this section reflect the "as is" level of service for Standard IT Services.

The support hours and level of service availability associated with each service are typically indicators of how critical the service is to agencies. In addition, the complexity and configuration of specific Standard IT Services will vary with each implementation. In most cases, the cost of a service is directly related to the level of service availability and reflects the resources necessary to achieve the desired level of service. Delivering a high level of support and availability requires that all resources associated with the service are available at equal levels. For example, a web hosting service depends on many factors including staffing hours, electrical power, networking, hardware, and software. If any one of these items is only available 99% of the time, then the overall service availability cannot exceed 99%. Different service availability levels can be described as follows:

- 99.9% - Maximum of 8 hours, 45 minutes of downtime per year. This level requires 24 x 7 staffing, "High Availability" (HA) system design, and redundant components.
- 99.5% - Maximum of 43 hours, 48 minutes of downtime per year. This level requires having staff "on call," spare parts, and/or maintenance contracts for parts delivery.
- 99.0% - Maximum of 87 hours 36 minutes of downtime per year. This level requires having staff "on call," well-defined system recovery procedures, and business hour staffing.
- Measuring a service availability level is very different from measuring reliability. A particular piece of equipment may operate 99.9% of the time - until it fails. If it takes 48 hours to implement a replacement when it fails, the service availability metric cannot exceed 99.5%.

In some cases, MN.IT Services contracts with external vendors to deliver services. The service metrics and availability for the contracted services reflect the reported and/or measured capabilities provided by the vendor.

In all cases, MN.IT staff provides support for contracted Standard IT Services. Agencies can call the MN.IT Service Desk 24 hours a day, seven days a week. The support hours for individual Standard IT Services may vary (and are listed in the following sections).

Depending on the stated service availability level, MN.IT staff may record the service request, but the information presented for each of these service areas sets a baseline level of expectations for service delivery.

When individual MN.IT services are mapped to specific Agency business requirements and Agency capabilities, the service metrics and key deliverables may be modified.

Connectivity and Mobility

Service Description Overview

MN.IT's Connectivity and Mobility services consist of 1) wireless access; 2) VPN remote access; and 3) cellular service plans and devices. This section provides a high-level description of these services.

- Wireless access: Allows laptops, tablets and other wireless capable devices to access MN.IT-managed wireless networks operating within State locations. This service can provide connections that are temporary ("guest" access for visitors while on-site) or can be subscribed for regular wireless network access. Guest wireless is configured for public internet access. Subscribed regular wireless access can be public internet access or connected to an internal (non-public) secure network.
- VPN Remote Access: A virtual private network (VPN) is a network that uses an internet based connection, to provide remote end users with secure access to their organization's network. A VPN user typically experiences the central network in a manner that is identical to being connected directly to the central network (e.g., access to files share and printers).
- Cellular Service Plans and Devices: MN.IT Services provide a number of cellular-based services to end users. Mobile devices range in size and weight and come in a number of form factors including cell phones, smart phones, tablets and pagers. Also included in this category are mobile "hotspots" which create a small area of Wi-Fi coverage off a cellular network connection, thus allowing nearby Wi-Fi devices to connect to the internet.

Service Metrics

Support Hours

- Wireless Access: normal business hours
- VPN Remote Access: 24 x 7 x 365
- Cellular Service Plans and Devices: normal business hours

Service Availability

Wireless Access

Service availability for Wireless Access is 99.9% and excludes time to perform routine or scheduled maintenance. Wireless Access service availability is calculated as follows:

$$\frac{[\text{Applicable days in calendar month} \times 24 \times 60] \text{ minus } [\text{Minutes of outage in calendar month}]}{\text{Applicable days in calendar month} \times 24 \times 60} \times 100$$

Scheduled downtime means those times where MN.IT Services notifies agencies of periods of Downtime for Scheduled Maintenance at least five days prior to the commencement of such Downtime. There will be no more than fifteen hours of Scheduled Downtime for Wireless Access per calendar year, and no more than two hours per month. Scheduled Downtime is not considered Downtime for purposes of this SLA, and will not be counted towards any Downtime Periods.

Downtime period is a period of ten consecutive minutes of Downtime. Intermittent Downtime for a period of less than ten minutes will not be counted towards any Downtime Periods.

Scheduled Downtime will be announced every month and be available to agencies. If a Scheduled Downtime conflicts with other activities/operations of a Agency, the Agency can request an alternate date for the Scheduled Downtime thru the MN.IT Service Desk. MN.IT Services will work with agencies to find a date that balances the needs/priorities of all.

VPN Remote Access

Service availability for Virtual Private Network (VPN) remote access is 99.9% and excludes time to perform scheduled maintenance. VPN remote access service availability is calculated as follows:

$$\frac{[\text{Applicable days in calendar month} \times 24 \times 60] \text{ minus } [\text{Minutes of outage in calendar month}]}{\text{Applicable days in calendar month} \times 24 \times 60} \times 100$$

Scheduled Downtime means those times where MN.IT Services notifies agencies of periods of Downtime for Scheduled Maintenance at least five days prior to the commencement of such Downtime. There will be no more than fifteen hours of Scheduled Downtime for VPN per calendar year, and no more than two hours per month. Scheduled Downtime is not considered Downtime for purposes of this SLA, and will not be counted towards any Downtime Periods.

Downtime Period is a period of ten consecutive minutes of Downtime. Intermittent Downtime for a period of less than ten minutes will not be counted towards any Downtime Periods.

Scheduled Downtime will be announced every month and be available to agencies. If a Scheduled Downtime conflicts with other activities/operations of a agency, the agency can request an alternate date for the Scheduled Downtime thru the MN.IT Service Desk. MN.IT Services will work with agencys to find a date that balances the needs/priorities of all.

Incident Response Levels

The incident response levels associated with Connectivity and Mobility services match those identified in the Service Desk "Incident Management Quick Reference." The following table lists examples of service incidents and the priority levels associated with them.

Table 1: Incident Response Levels for Connectivity and Mobility

Level	Example
Priority 4: Low	• Wireless Access – implement wireless access in a new location • VPN Remote Access – software installation and/or token replacement • Cellular Service Plans and devices – new device order
Priority 3: Medium	• Wireless Access – wireless access for an individual user is non-functional • VPN Remote Access – VPN access for an individual user is non-functional • Cellular Service Plans and devices – replacement device order
Priority 2: High	• Wireless Access – access for a group of users is non-functional • VPN Remote Access – VPN service is non-functional for multiple users • Cellular Service Plans and devices – localized service outage
Priority 1: Critical	• Wireless Access - access for a large group of users is non-functional • VPN Remote Access – VPN service is non-functional for all users • Cellular Service Plans and devices – widespread service outage

Service Level Objectives

The table below contain the Service Level Objectives for services within Connectivity and Mobility.

Table 2: Service Level Objectives for Wireless Access

Metric	Definition	Threshold
Service Availability	Measures the wireless infrastructure service availability	99.9% availability* *not including Downtime for scheduled maintenance
Customer Satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys
Support Resolution	Measures the speed of incident resolution by MN.IT Services	Priority 4: Low - 5 business days Priority 3: Medium - 2 business days Priority 2: High - 8 hours Priority 1: Critical - 2 hours
Service Response	Measures the speed of request resolution by MN.IT Services	30 minutes for "guest" access; 2 business days for all other requests

Table 3: Service Level Objectives for VPN Remote Access

Metric	Definition	Threshold
Service Availability	Measures the VPN Remote Access service availability	99.9% availability* *not including Downtime for scheduled maintenance
Customer Satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys
Support Resolution	Measures the speed of incident resolution by MN.IT Services	Priority 4: Low - 5 business days Priority 3: Medium - 2 business days Priority 2: High - 8 hours Priority 1: Critical - 2 hours
Service Response	Measures the speed of request resolution by MN.IT Services	2 business days

Table 4: Service Level Objectives for Cellular Service Plans and Devices

Metric	Definition	Threshold
Customer Satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys
Support Resolution	Measures the speed of incident resolution by MN.IT Services	Priority 4: Low - 5 business days Priority 3: Medium - 2 business days Priority 2: High - 8 hours Priority 1: Critical - 2 hours
Service Response	Measures the speed of request resolution by MN.IT Services	5 to 7 business days after Purchase Order (PO) creation

Reporting

Reports for Connectivity and Mobility services are created monthly and made available to agencies. Specific reporting deliverables are listed below:

Wireless Access

- **Service Availability (monthly):** Percent of service availability for the month
- **Service Availability (12-month average):** Average percent of service availability for the prior 12 months

VPN Remote Access

- **Service Availability (monthly):** Percent of service availability for the month
- **Service Availability (12-month average):** Average percent of service availability for the prior 12 months

Cellular Service Plans and Devices

- **Number of devices (monthly):** Number of cellular devices within the business

Enterprise Unified Communications and Collaboration

Service Description Overview

Enterprise Unified Communication and Collaboration (EUCC) services delivered by MN.IT Services contain four distinct service offerings:

- EUCC Email
- EUCC SharePoint (Web Collaboration)
- EUCC Instant Messaging
- Audio, Video and Net Conferencing

A high-level description of these services is included here.

EUCC Email

- Email Service: EUCC Email is a single Enterprise Email and calendaring system that integrates existing state directories to preserve a single sign-on authentication. The EUCC Email service provides a "Standard" mailbox storage size of 5 Gigabytes (GB) per user.
- BlackBerry Gateway: Support the interface to the email system which utilizes the BlackBerry gateway.
- Email Storage: Agencies can increase the standard mailbox storage size to 25 GB on a per-user basis, by changing the mailbox type from "Standard" to "Executive" (thus providing 20 GB of additional storage to the standard mailbox). Changing the mailbox type will result in additional storage fees. The user is responsible for managing his/her mailbox within the assigned mailbox storage maximum.
- Email Archiving: Email archiving is the management and long-term storage of important emails - including attachments - independent from an individual user's mailbox. Depending on specific business and legal requirements for data retention, each Agency may choose to utilize the archiving service differently.

EUCC SharePoint

- Collaboration: EUCC SharePoint provides a flexible, web-based solution that includes tools and services to help users manage information, collaborate effectively, share documents, search for information, define workflow process, and develop custom applications.
- Integration: The EUCC SharePoint environment leverages the state's infrastructure of co-located Domain Controllers to provide all users with integrated single sign-on, cross-organization information sharing, and full Microsoft Office connectivity.
- Administration: Agencies receive full Administrator control of their Site Collections.

- Secure Access: SharePoint web applications deliver content via 128-bit SSL encryption.
- "Connect" site collections are intended for cross-organizational sites composed of users from multiple organizations.
- "Inside" site collections are intended for intranet sites governed by a single organization.
- "People" sites provide My Sites functionality for all SharePoint users.
- Site Collections: The EUCC SharePoint service can provide both "Standard" 20 GB and "Extra Large" 200 GB site collections on the "Inside" and "Connect" web applications. Personal sites (My Sites) are supported with a storage limit up to 5 GB/user.
- Storage: Agencies are allocated 250 MB per user, aggregated across the Agency's organization. Additional storage is available for a fee.

EUCC Instant Messaging

- Instant Messaging: Instant Messaging (IM) is a growing communications method for short, "bursty" conversations which are too time-consuming for email. Instant Messaging enables users within organizations and across organizations to communicate in a faster, more real-time conversation, thus enhancing efficiency. EUCC IM also has the ability to facilitate person-to-person or group audio, video and net conferences. These conference functions use the audio components of PCs and can be enhanced with USB video cameras and audio headsets. As an added benefit, instant messaging is tightly integrated with EUCC Email which allows users to determine the "presence" of other users. Presence indicates a person's availability to establish communication (away, available, busy, in a meeting, etc.)
- Instant Messaging Federation: Instant messaging federation enables separate Office Communications Server installations to communicate with each other. All federated communications are encrypted between the IM systems using access proxy servers. MN.IT Services has no control over encryption after messages are passed to the federated partner's network.

Audio, Video and Net Conferencing

- Audio Conferencing: An audio conference account with MN.IT provides agencies with access to a suite of conferencing solutions. This service includes options that allow the participants to dial-in to a designated central number or be a part of Operator-Assisted calls. Audio conferences can be reservation-less (agencies are given a permanent conference code that can be used at any time) or reserved; reservation-less conferencing is the typical user tool, whereas reserved conferences are generally for large and/or high-profile events. Toll, toll-free, dial-in and dial-out calling options are also available, as are recording, transcription and other advanced services.
- Video Conferencing: Video conferencing services are supported by MN.IT at several operational levels:

    - Video Conference Room Support Services: MN.IT staff work collaboratively with the Agency to support their conference planning, connection set-up and participant training (to provide basic operational support during calls such as positioning cameras, or muting microphones).
    - Desktop Video Client Accounts can be installed on PCs and some mobile devices and registered to MN.IT infrastructure to enable person to person calls, person to video conference room calls, or group (multi-site) calls.
    - Video Conference Network Services help agencies deploy and operate rooms or PC clients with a suite of video conferencing network services including Quality of Service (QoS) network management, statewide dialing plan, conference scheduling systems, bridging, event recording, and streaming options.

- Net Conferencing: A net conference account with MN.IT provides agencies with access to a set of conferencing solutions that support a wide variety of use cases, event configurations and needs. Net conferencing accounts are available in two ways: by subscription, or by per-minute usage. The per-minute usage capability is part of the contracted audio conferencing service.
    - Subscription services provide access to specialized net conferencing environments to support meetings, training, large events, and technical support needs, with presenter and participant options tailored to unique requirements of the different situations.
    - Per-minute usage services are used only for the meeting tools, which tend to be more than adequate for the typical user who does not run or stage training, large events or do technical support for end-users.

  During a net conference of any type, audio usage charges may also apply if using the integrated audio services available with the net conference account. Recording and editing functions are also available.

  Note: EUCC Instant Messaging also provides net conferencing services. See EUCC Instant Messaging within this document for additional information.

Service Metrics

Support Hours

Support hours for EUCC Email, EUCC SharePoint and EUCC Instant Messaging services are provided 24 x 7 x 365.

Support hours for Audio, Video and Net Conferencing services are provided during normal business hours.

Service Availability

Service availability for all Enterprise Unified Communication and Collaboration services is 99.9%. This excludes time to perform routine or scheduled maintenance. EUCC service availability is calculated as follows:

$$\frac{[\text{Applicable days in calendar month x 24 x 60}]\ \text{minus}\ [\text{Minutes of outage in calendar month}]}{\text{Applicable days in calendar month x 24 x 60}} \times 100$$

Scheduled downtime means those times where MN.IT Services notifies agencies of periods of Downtime for Scheduled Maintenance at least five days prior to the commencement of such Downtime. There will be no more than fifteen hours of Scheduled Downtime per calendar year, and no more than two hours per month. Scheduled Downtime is not considered Downtime for purposes of this SLA, and will not be counted towards any Downtime Periods.

Downtime period is a period of ten consecutive minutes of Downtime. Intermittent Downtime for a period of less than ten minutes will not be counted towards any Downtime Periods.

Scheduled Downtime will be announced every month and be available to agencies. If a Scheduled Downtime conflicts with other activities/operations of an agency, the Agency can request an alternate date for the Scheduled Downtime thru the Service Desk. MN.IT services will work with agencies to find a date that balances the needs/priorities of all.

Service availability is focused on the following elements within each EUCC service area.

- EUCC Email: Service availability includes Outlook Web Application (OWA), the full Outlook Client, Microsoft ActiveSync service and BlackBerry services.
- EUCC SharePoint: Service availability includes one or more SharePoint 2010 site collections. Agencies select their own site collection administrators who in turn define and delegate the specific features and permissions available to their users. Most SharePoint 2010 Standard and Enterprise features are available for use within site collections. Some EUCC SharePoint features and functionality must be enabled through a change request process managed by MN.IT Services. Details about individual EUCC SharePoint features are contained in the "EUCC SharePoint Service Description" document.
- EUCC Instant Messaging: Service availability includes Communicator Web Access, the Microsoft Lync Instant Messaging client.
- Audio, Video and Net Conferencing: Service availability includes audio conferencing, video conference network infrastructure and net conferencing.

Incident Response Levels

The incident response levels associated with Enterprise Unified Communication and Collaboration services match those identified in the Service Desk "Incident Management Quick

Reference." The following table lists examples of service incidents and the priority levels associated with them.

Table 5: Incident Response Levels for Enterprise Unified Communication and Collaboration

Level	Example
Priority 4: Low	• EUCC Email – Delegation assignment; Free/busy not updating • EUCC SharePoint – Alert notification not working for individual users • EUCC Instant Messaging – audio and video hardware issue for individual users • Audio, Video and Net Conferencing – software incompatibility on individual user workstation
Priority 3: Medium	• EUCC Email – Mobile device not sending/receiving messages; user cannot login • EUCC SharePoint – Individual user cannot access SharePoint site. • EUCC Instant Messaging – IM, desktop sharing, presence or login not working for individual users • Audio, Video and Net Conferencing – Cannot start audio, video, or net conference
Priority 2: High	• EUCC Email – access or functionality for a group of users is non-functional • EUCC SharePoint – access or functionality for a group of users is non-functional • EUCC Instant Messaging – access or functionality for a group of users is non-functional • Audio, Video and Net Conferencing – access or functionality for a group of users is non-functional
Priority 1: Critical	• EUCC Email – access for a large group of users is non-functional • EUCC SharePoint – access for a large group of users is non-functional • EUCC Instant Messaging – access for a large group of users is non-functional • Audio, Video and Net Conferencing – access for a large group of users is non-functional

Service Level Objectives

The tables below contain the Service Level Objectives for the specified EUCC services.

Table 6: Service Level Objectives for EUCC Email Services

Metric	Definition	Threshold
Service Availability	Measures service availability. Combined with other metrics, gives an end-to-end view of EUCC as a managed service	99.9% availability* *not including Downtime for scheduled maintenance

Metric	Definition	Threshold
Customer Satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys
Support Resolution	Measures the speed of incident resolution by the MN.IT Service Desk	Priority 4: Low - 5 business days Priority 3: Medium - 2 business days Priority 2: High - 8 hours Priority 1: Critical - 2 hours
Service Response	Measures the speed of request resolution by the MN.IT Service Desk	All requests will be entered as "Medium" with 2 business days for resolution, unless specifically listed. Requests can be escalated on a case-by-case basis.
BlackBerry device - disable/wipe requests	In the event a BlackBerry device is lost or stolen, it can be disabled and remotely "wiped".	Escalated cases will be done within 1 hour of request; all others are completed in 1 business day.
Mail Flow	Measures the amount of time it takes to deliver a synthetically generated message	90% of messages received in less than 90 seconds

Table 7: Service Level Objectives for EUCC SharePoint Services

Metric	Definition	Threshold
Service Availability	Measures service availability. Combined with other metrics, gives an end-to-end view of EUCC as a managed service	99.9% availability* *not including Downtime for scheduled maintenance
Customer Satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys
Support Resolution	Measures the speed of incident resolution by the MN.IT Service Desk	Priority 4: Low - 5 business days Priority 3: Medium - 2 business days Priority 2: High - 8 hours Priority 1: Critical - 2 hours
Service Response	Measures the speed of request resolution by the MN.IT Service Desk	All requests will be entered as "Medium" with 2 business days for resolution, unless specifically listed. Requests can be escalated on a case-by-case basis.

Metric	Definition	Threshold
SharePoint Site Access request	Determined by automated monitoring that attempts to render SharePoint sites every minute.	Customers have continuous access to all SharePoint sites for which they have appropriate permissions. Does not include scheduled downtime within pre-established maintenance windows

Table 8: Service Level Objectives for EUCC Instant Messaging Services

Metric	Definition	Threshold
Service Availability	Measures service availability. Combined with other metrics, gives an end-to-end view of EUCC as a managed service	99.9% availability* *not including Downtime for scheduled maintenance
Customer Satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys
Support Resolution	Measures the speed of incident resolution by the MN.IT Service Desk	Priority 4: Low - 5 business days Priority 3: Medium - 2 business days Priority 2: High - 8 hours Priority 1: Critical - 2 hours
Service Response	Measures the speed of request resolution by the MN.IT Service Desk	All requests will be entered as "Medium" with 2 business days for resolution, unless specifically listed. Requests can be escalated on a case-by-case basis.

Table 9: Service Level Objectives for Audio, Video and Net Conferencing Services

Metric	Definition	Threshold
Service Availability	Measures service availability.	99.9% availability* *not including Downtime for scheduled maintenance
Customer Satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys
Support Resolution	Measures the speed of incident resolution by the MN.IT Service Desk	Priority 4: Low - 5 business days Priority 3: Medium - 2 business days Priority 2: High - 8 hours Priority 1: Critical - 2 hours
Service Response	Measures the speed of request resolution by the MN.IT Service Desk	All requests will be entered as "Medium" with 2 business days for resolution, unless specifically listed.

Metric	Definition	Threshold
		Requests can be escalated on a case-by-case basis.

Reporting

Reports for EUCC services are created monthly and made available to agencies. Specific reporting deliverables are listed below:

EUCC Email

- **Service Availability (monthly):** Percent of service availability for the month.
- **Service Availability (12-month average):** Average percent of service availability for the prior 12 months.
- **Percentage of Spam and Virus detected:** Percent of email from the internet which are rejected because they contained spam or a virus.
- **Number of Mailboxes:** Total number of mailboxes in EUCC Email.
- **Number of BlackBerry devices:** Total number of BlackBerry devices connecting to EUCC Email.
- **Number of ActiveSync devices:** Total number of ActiveSync devices connecting to EUCC Email.
- **Email Volume (total):** Total number of emails received from the internet.
- **Email Volume (spam/virus rejected):** Total number of emails rejected from the internet because they contained spam or a virus.

EUCC SharePoint

- **Service Availability (monthly):** Percent of service availability for the month.
- **Service Availability (12-month average):** Average percent of service availability for the prior 12 months.

EUCC Instant Messaging

- **Service Availability (monthly):** Percent of service availability for the month.
- **Service Availability (12-month average):** Average percent of service availability for the prior 12 months.

Audio, Video and Net Conferencing

- **Service Availability (monthly):** Percent of service availability for the month.
- **Service Availability (12-month average):** Average percent of service availability for the prior 12 months.

Facility Services

Service Description Overview

MN.IT Service's portfolio of Facility Information Technology Services (FIT Services) supports business requirements for the provisioning and management of IT equipment and services in areas such as:

- Common areas – including reception areas, lobbies, elevator areas and hallways
- Conference rooms – including specialized meeting spaces such as board rooms, collaboration spaces, video conference rooms, press conference rooms or demonstration areas
- Training rooms and laboratory areas

FIT Services are focused on:

Facility IT Operations - MN.IT staff supports hardware, software, network, security, and programming features of audio-visual (A/V) technology used to meet Agency business requirements.

Facility IT Design and Development - MN.IT staff works collaboratively with Agency business units and/or vendor-partners to analyze needs, goals, and budget in order to define the best facility IT solutions for the Agency.

In support of its services, MN.IT will develop and maintain Minnesota standards and vendor contracts for A/V products in major categories that can be used when selecting the facility's IT products. MN.IT will also maintain professional service contracts with vendors that specialize in design and development of A/V systems.

Service Metrics

Support Hours

FIT Service Support is provided during normal business hours.

Service Availability

Due to the wide variety of service components, FIT Service availability is not measured on an overall basis. Availability metrics are defined for individual FIT components based upon Agency business requirements.

Incident Response Levels

The incident response levels associated with FIT Services match those identified in the Service Desk "Incident Management Quick Reference." The following table lists examples of service incidents and the priority levels associated with them.

Table 10: Incident Response Level Examples for FIT Services

Level	Example
Priority 4: Low	• The service is not operational for one or more users outside of the hours of availability.
Priority 3: Medium	• A major function of the service is reported as non-operational during Downtime Period. • Enhancement requests
Priority 2: High	• A minor function of service is not operational for one or more users (who can continue to use other service functions). • A user has questions about the service functionality or needs assistance in using the service. • A user needs administrative assistance.
Priority 1: Critical	• The service is not operational for multiple users during scheduled availability. • A major function of the service is not operational for multiple users during the hours that the service is scheduled for availability.

Service Level Objectives

The tables below contain the Service Level Objectives for the FIT Operational Services.

Table 11: Service Level Objectives for FIT Operations Service

Metric	Definition	Threshold
Service Availability	Measures service availability. **Does not include downtime for scheduled maintenance*	Does not apply
Customer Satisfaction	Measures how the customer perceives the value.	80% positive approval rating through customer surveys
Support Resolution	Measures the speed of incident response by the Service Desk.	Priority 4: Low - 5 business days Priority 3: Medium - 2 business days Priority 2: High - 8 hours Priority 1: Critical - 2 hours

Table 12: Service Level Objectives for FIT Design and Development Services

Metric	Threshold	Definition
Service Response	2 business days	Measures the time necessary to respond to a typical inquiry regarding the capabilities and availability of professional services staff.
Customer Satisfaction	80% positive approval rating through customer surveys	Measures how the customer perceives the value

Reporting

MN.IT staff for FIT services will develop and support a FIT service reporting process that reflects the needs and resources of the Agency.

Reporting for FIT Design and Development will include:

- Project Hours: Project hours completed and project hours remaining.
- Project Deliverables: Project management tracking via deliverable reporting.
- Project Status/Schedule: Overall project management status and schedule adherence.

Security Services

Service Description Overview

The Security Services delivered by MN.IT Services contain three distinct service offerings:

- Access Control to Systems
- Security Incident Response and Forensics
- Security Awareness and Training

The sections below provide a high-level description of these services.

Access Control to Systems

Access Control to Systems manages the identities for users and devices, and controls access to system resources based on these identities, while ensuring users and devices have access to only those systems for which they are properly authenticated and authorized to access.

Key service tasks include:

- Maintain identities by resetting passwords, adding/removing user accounts, verifying access to information, etc.
- Enforce password policies ensuring password strength is adequate
- Manage access to information resources and data, e.g. segregation of duties
- Manage privileged accounts that can bypass security so systems are secure
- Manage encryption keys and security certificates to provide trust for transactions and websites

Security Incident Response and Forensics

Security Incident Response and Forensics are professional services that utilize multiple tools to resolve the Agency business issues below. Security Incident Management is a process to stop unwanted activity, limit damage, and prevent recurrence of security events. Computer forensics is a standardized process to determine the cause, scope, and impact of incidents and limit damage that may be used in legal or human resource actions.

Issues addressed by these services include the following:

- Agency-Specific Incidents
- Denial of Service
- Security Policy Violations
- Malware
- Physical Loss/Theft/Damage
- Unauthorized Access
- Unauthorized Alteration/Destruction
- Unauthorized Disclosure

Security Training and Awareness

Information security and awareness provides employees at all levels with relevant security information and training to lessen the number of security incidents.

MN.IT Services can provide training and support in the following areas:

- Generalized Security and Awareness
- Customized Security Awareness and Training for unique requirements
- Online training for SANS Securing the Human

Service Metrics

Support Hours

Support for Access Control to Systems services is provided 24 x 7 x 365.

Support for Security Incident Response and Forensics is provided 24 x 7 x 365.

Support for Security Awareness and Training is provided during normal business hours.

Service Availability

Service availability describes the time professional services are available to the Agency. Service availability for professional services varies with staffing levels and project commitments. MN.IT provides clear and timely information on when professional services staff are available.

Incident Response Levels

The incident response levels associated with Security Services match those identified in the Service Desk "Incident Management Quick Reference." The following table lists examples of service incidents and the priority levels associated with them.

Table 13: Incident Response Levels for Security Services

Level	Example
Priority 4: Low	• The service is not operational for one or more users outside of the hours of availability
Priority 3: Medium	• A major function of the service is reported as non-operational during Downtime Period • Enhancement requests
Priority 2: High	• A minor function of the service is not operational for one or more users (who can continue to use other application functions) • A user has questions about the service functionality or needs assistance in using the service

Level	Example
	• A user needs administrative assistance
Priority 1: Critical	• The service is not operational for multiple users during scheduled availability • A major function of the service is not operational for multiple users during the hours that the service is scheduled for availability • Security Services has identified a breach of a critical system

Service Level Objectives

Service Level Objectives are focused on the following elements within each Security Service area. The tables below contain the Service Level Objectives for the specified Security Services.

Table 14: Service Level Objectives for Access Control to Systems Service

Metric	Definition	Threshold
Customer Satisfaction	Measure how the customer perceives the value	80% positive approval rating through customer surveys
Service Response	Measure the speed of incident response by the MN.IT Service Desk	Priority 4: Low - 5 business days Priority 3: Medium - 2 business days Priority 2: High - 8 hours Priority 1: Critical - 2 hours
Service Request	Measure the maximum time required to respond to a request.	Typical – 1 business day Critical – 4 hours

Table 15: Service Level Objectives for Security Incident Response and Forensics Service

Metric	Definition	Threshold
Service Response	Measure the time necessary to respond to a typical inquiry regarding the capabilities and availability of professional services staff	Target: Next business day Typical: 4 hours
Customer Satisfaction	Measure how the customer perceives the value	80% positive approval rating through customer surveys

Table 16: Service Level Objectives for Security Awareness and Training Service

Metric	Definition	Threshold
Support Resolution	Measure the time necessary to respond to a typical inquiry regarding the capabilities and availability of professional services staff	2 business days
Customer Satisfaction	Measure how the customer perceives the value	80% positive approval rating through customer surveys

Reporting

MN.IT Security Services creates reports that meet business requirements. Reports generated from Security Services are classified as nonpublic and must be handled as such.

- Access Control to Systems: reports for Access Control metrics are created and made available to authorized Agency representatives.
- Security Incident Response and Forensics: Security Incident and Forensic reports are created to satisfy specific inquiry requirements and available to authorized Agency representatives upon request.
- Security Awareness and Training: Security Awareness and Training reports can be created to satisfy specific requirements upon request.

Voice Services

Service Description Overview

Voice Services consist of the following service categories and are provisioned in one of three ways – through MN.IT infrastructure or through telephone companies or other providers:

- **Dial tone services** provide connections to the public switched telephone network (PSTN). Telephone equipment is provided by MN.IT Services to agencies. Dial tone services include:
    - Classic Voice – telephone lines and telephone numbers of various types, analog or digital circuits, 911 access services and long distance services, contracted through third-party telephone companies.
    - Private Branch Exchange Systems (PBXs) of various types, including Enterprise IP Telephony (IPT) and individual premise-based systems that are analog, digital or IP-enabled.
- **Voice-related applications or services**, including but not limited to:
    - Voicemail – automatic phone messaging and simple menus that answer or direct incoming phone calls.
    - Contact/call center infrastructure that supports telephone call queuing, monitoring and reports for agents that interact with inbound and outbound callers using voice and/or web chat.
    - Interactive voice response (IVR) – menus that answer incoming telephone calls to provide information (optionally connected to external computer systems), transfer calls to call centers based on caller input, and perform other sophisticated functions.
    - Value-added applications for Enterprise IPT – call recording, quality monitoring, workforce management, mobility support and notification/alerting.
    - Over-the-phone interpretation services in which the end user interacts with a limited English proficiency (LEP) citizen by accessing an interpreter for any language.
    - e-Fax services – inbound and outbound fax that provides individual fax telephone numbers for users and can replace the need for fax machines.

Service Metrics

Support Hours

Support hours for Dial Tone Services are:

- **Classic Voice** – normal business hours
- **Private Branch Exchange Systems (PBXs)** – 24 x 7 x 365

Support hours for Voice-related applications or services:

- **Voicemail –** 24 x 7 x 365
- **Contact/call center infrastructure –** 24 x 7 x 365
- **Interactive voice response (IVR) –** normal business hours
- **Over-the-phone interpretation services –** normal business hours
- **e-Fax services –** 24 x 7 x 365

Service Availability

Service availability represents the percentage of time that a service is running and available to the end-user. The Service Availability metric is derived for each Agency endpoint as a measure of the uptime. Uptime is the time period during which the Service Element at the Agency endpoint and the shared infrastructure is fully functional. Service Availability is calculated as a percentage as shown in the formula below.

$$\frac{\text{[Applicable days in calendar month x 24 x 60] minus [Minutes of outage in calendar month]}}{\text{Applicable days in calendar month x 24 x 60}} \text{ x 100}$$

When a service is interrupted, Outage is calculated from the time of entering Service Desk incident ticket to the time the ticket is resolved. Downtime Period is a period of ten consecutive minutes of Downtime. Intermittent downtime for a period of less than ten minutes will not be counted towards any Downtime Periods.

Service interruption for scheduled maintenance, called Scheduled Downtime, is excluded from the Availability calculation. Scheduled maintenance means those instances when MN.IT notifies the Agency at least five days prior to the commencement of such Scheduled Downtime. The Agency may request the MN.IT Service Desk to reschedule the maintenance if the date and time announced in the notification are not acceptable. MN.IT will work with all agencies to find a suitable date and time for the scheduled maintenance. There will be no more than fifteen hours of Scheduled Downtime per calendar year, and no more than two hours per month. Scheduled Downtime reports will be available to agencies every month.

Incident Response Levels

The incident response levels associated with Voice services match those identified in the Service Desk "Incident Management Quick Reference." The following table lists examples of service incidents and the priority levels associated with them.

Table 17: Incident Response Levels for Voice Services

Level	Example
Priority 4: Low	• Dial Tone Services – minor incidents that do not affect overall functionality • Voice Related Services – minor incidents that do not affect overall functionality
Priority 3: Medium	• Dial Tone Services – telephone service for individual user is non-functional • Voice Related Services – a service for an individual user is non-functional

Level	Example
Priority 2: High	• Dial Tone Services – telephone services for a group of users is non-functional • Voice Related Services – a service is non-functional for multiple users
Priority 1: Critical	• Dial Tone Services – telephone services for a large group of users is non-functional • Voice Related Services – a service is non-functional for all users

Service Level Objectives

The tables below contain the Service Level Objectives for Voice Services.

Table 18: Service Level Objectives for Dial Tone Services

Metric	Definition	Threshold
Service Availability – Classic Voice	Measures the availability for MN.IT Enterprise Classic Voice services.	99.9% availability* *not including Downtime for scheduled maintenance
Service Availability – PBX	Measures the availability for MN.IT Enterprise IPT services.	99.9% availability* *not including Downtime for scheduled maintenance
Customer satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys
Average time to resolve an incident	Measures the speed of incident resolution by MN.IT Services	Priority 4: Low - 5 business days Priority 3: Medium - 2 business days Priority 2: High - 8 hours Priority 1: Critical - 2 hours
Average time to fulfill a move, add, change request for Classic Voice services	Measures the speed of request resolution by MN.IT Services	5 business days
Average time to fulfill a move, add, change request for PBX services	Measures the speed of request resolution by MN.IT Services	5 business days
Average time to fulfill a new implementation request for Classic Voice services	Measures the speed of request resolution by MN.IT Services	12 business days
Average time to fulfill a new implementation request for PBX	Measures the speed of request resolution by MN.IT Services	90 business days

Metric	Definition	Threshold
services		
PBX Call Quality	See service definition for more information	Mean Opinion Score 4 to 5

Table 19: Service Level Objectives for Voice Related Services

Metric	Definition	Threshold
Service availability	Measures the availability for MN.IT Enterprise services.	99.9% availability* *not including downtime for scheduled maintenance
Customer satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys
Support Resolution	Measures the speed of incident resolution by MN.IT Services	Priority 4: Low - 5 business days Priority 3: Medium - 2 business days Priority 2: High - 8 hours Priority 1: Critical - 2 hours
Average time to fulfill a move, add, change request for Voice-Related services	Measures the speed of request resolution by MN.IT Services	5 business days
New service implementation response time	Measures the time necessary to respond to a typical inquiry	2 business days

Reporting

Online information will be available on a website with secure login that contains the metrics appropriate to services purchased by the Agency. Service reports will also be available on the secure website.

Web Management

Service Description Overview

Web Management services delivered by MN.IT Services consist of services related to the management of web servers, website design, and mechanisms to manage web content. The sections below provide a high-level description of these Web Management services:

- Web Server Management
- Website Design
- Content Management

Web Server Management

- **Static Web Hosting:** Static web hosting provides storage and delivery of manually updated websites. The service gives agencies a secure, reliable web presence with a specific domain name and covers the processes involved in establishing and maintaining a new static website.
- **Dynamic Web Hosting:** Dynamic web hosting provides a website that delivers real-time, query-based web content. Websites are created using web content management (WCM) tools that are easier to build and maintain than static websites, ensure compliance with web standards, and standardize navigational tools for users. WCM hosting offers a full portal tool suite, including content management, consistent look-and-feel templates and policies, decentralized content creation and posting, agency personalization, and a customized search interface.
- **Website Management Operations:** The delivery of both static and dynamic web hosting services depends on a robust, highly-available infrastructure. MN.IT staff maintains this infrastructure using best practices for equipment maintenance, redundancy, data integrity, security, alerts, and logging.

Website Design

- **User Interface Design:** MN.IT's professional web design staff helps organizations develop a consistent, intuitive, professional browsing experience from a customer-centric perspective. Specific capabilities may include: logo development for fresh agency branding, customer-oriented site navigation and taxonomies, advanced search and metadata development, graphics design, and meeting facilitation for the requirements gathering process.
- **Accessibility:** MN.IT provides assistance with meeting the compliance requirements of both Section 508 and Web Content Accessibility Guidelines (WCAG) 2.0 at the AA level, as well as ADA sections on access to information on state government websites

- **Information Architecture:** Website design services may include information architecture definition related to the integration of visual design, taxonomy development, keywords, naming conventions, and find-ability.

Web Content Management

- **Training:** MN.IT's web hosting and design services may require Agencies to learn new skills to manage/maintain their web content. Typically, MN.IT provides separate training for web content managers and content contributors.
- **Migration Services:** When moving from one hosting platform and/or web technology to another, MN.IT provides tools and techniques for efficiently migrating web content. Depending on the quality of the code, source and destination hosting platforms, migration services may be automated.

Service Metrics

Support Hours

Support for web server management services is provided 24 x 7 x 365.

Support for Web Management (WM) professional services (design and content management) is provided during normal business hours.

Service Availability

Service availability describes the time the system is running and available to the Agency. Service availability for web server management is 99.9% and excludes time to perform routine or scheduled maintenance. Web hosting service availability is calculated as follows:

$$\frac{[\text{Applicable days in calendar month x 24 x 60}] \text{ minus } [\text{Minutes of outage in calendar month}]}{\text{Applicable days in calendar month x 24 x 60}} \text{ x } 100$$

Service availability for Web Management professional services varies with staffing levels and project commitments. MN.IT provides clear and timely information on when professional services staff are available.

Scheduled downtime means those times where MN.IT notifies agencies of periods of Downtime for Scheduled Maintenance at least five days prior to the commencement of such Downtime. There will be no more than fifteen hours of Scheduled Downtime per calendar year, and no more than two hours per month. Scheduled Downtime is not considered Downtime for purposes of this SLA, and will not be counted towards any Downtime Periods.

Downtime period is a period of ten consecutive minutes of Downtime. Intermittent Downtime for a period of less than ten minutes will not be counted towards any Downtime Periods.

Scheduled Downtime will be announced every month and be available to agencies. If a Scheduled Downtime conflicts with other activities/operations of an Agency, the Agency can request an alternate date for the Scheduled Downtime thru the service desk. MN.IT will work with all agencies to find a date that balances the needs/priorities of all.

Incident Response Levels

The incident response levels associated with Web Management services match those identified in the Service Desk "Incident Management Quick Reference." The following table lists examples of service incidents and the priority levels associated with them.

Table 20: Incident Response Levels for Web Server Management

Level	Example
Priority 4: Low	• The hosting service is not operational for one or more users outside of the hours of availability
Priority 3: Medium	• A major function of the hosting service is reported as non-operational during Downtime Period • Enhancement requests
Priority 2: High	• A minor function of the hosting service is not operational for one or more users (who can continue to use other application functions) • A user has questions about the hosting service functionality or needs assistance in using the service • A user needs administrative assistance
Priority 1: Critical	• The hosted website is not operational for multiple users during scheduled availability • A major function of the hosting service is not operational for multiple users during the hours that the service is scheduled for availability

Service Level Objectives

The table below contains the Service Level Objectives for Web Management services.

Table 21: Service Level Objectives for Web Server Management

Metric	Definition	Threshold
Service Availability	Measures service availability. *Does not include downtime for scheduled maintenance	99.9% availability*
Customer Satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys
Support Resolution	Measures the speed of incident response by the Service Desk	Priority 4: Low - 5 business days Priority 3: Medium - 2 business days Priority 2: High - 8 hours Priority 1: Critical - 2 hours

Metric	Definition	Threshold
Server Response	Measures the maximum time before the web server generates a response. **Does not include network latency	0.5 seconds**
Content Change	Measures the maximum time required to make a content change.	Typical – 1 business day Critical – 4 hours

Table 22: Service Level Objectives for Web Design and Content Management

Metric	Definition	Threshold
Support Resolution	Measures the time necessary to respond to a typical inquiry regarding the capabilities and availability of professional services staff.	2 business days
Customer Satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys

Reporting

Reports for Web Management services are created monthly and made available to agencies. Specific reporting deliverables are listed below:

Static Hosting

- **Hits:** Unique page impressions
- **Data Storage:** Amount of stored data, measured in gigabytes
- **Bandwidth:** Amount of network bandwidth consumed, measured in gigabytes/month
- **Service Availability (monthly):** Percent of service availability for the month
- **Service Availability (12-month average):** Average percent of service availability for the prior 12 months

Dynamic Hosting

- **Hits:** Unique page impressions
- **Data Storage:** Amount of stored data, measured in gigabytes
- **Bandwidth:** Amount of network bandwidth consumed, measured in gigabytes/month
- **Content Items:** Number of items that can be delivered as dynamic content
- **Service Availability (monthly):** Percent of service availability for the month
- **Service Availability (12-month average):** Average percent of service availability for the prior 12 months

Professional Services

- **Project Hours:** Project hours completed and project hours remaining
- **Project Deliverables:** Project management tracking via deliverable reporting
- **Project Status/Schedule:** Overall project management status and schedule adherence

Workstation Management

Service Description Overview

Workstation management is comprised of: 1) operating systems; 2) hardware; 3) software; 4) accessories and peripherals; and 5) security. This section provides a high-level description of the services which comprise Workstation Management delivered by MN.IT Services.

- **Operating Systems**: Microsoft Windows client operating system is the primary supported operating system. Limited support for Mac OS 10.x is also available.
- **Hardware**: A standard laptop, desktop and/or virtual desktop interface device for end users to complete their work. Advanced options within each hardware class may be available, to provide additional computing power (e.g., processor, memory).
- **Software**: Workstations will have "standard" software (e.g., Microsoft Office) installed for end users to complete their work. Beyond what is provided in standard, some end users will require "additional" software which consists of common requested software (e.g., Microsoft Visio) and unique "one-off" software.
- **Accessories and peripherals**: A black and white printer will be made available to all end users and a color printer to those who require one. For those with business needs, specialized and/or accessibility equipment such as audio recording devices, digital cameras, scanners, and screen readers can be purchased on an as needed basis.
- **Security:** Workstations will be configured to install updates and patches on a regular basis, be protected by up-to-date anti-virus software, as well as a local firewall and encryption running on the client operating system.

Service Metrics

Support Hours

Support for Workstation Management services is provided during normal business hours.

Service Availability

Service availability describes the percentage of time that the service is running and available to the end user. Service availability for Workstation Management supporting infrastructure is 99.9%. Workstation Management supporting infrastructure includes access to file shares; print servers; critical Windows client patches; and definition updates for anti-virus and anti-malware products. There is no Service Availability metric for end user workstations or workstation accessories and peripherals.

Workstation Management supporting infrastructure service availability is calculated as follows:

$$\frac{[\text{Applicable days in calendar month} \times 24 \times 60] \text{ minus } [\text{Minutes of outage in calendar month}]}{\text{Applicable days in calendar month} \times 24 \times 60} \times 100$$

Scheduled downtime means those times where MN.IT Services notifies agencies of periods of Downtime for Scheduled Maintenance at least five days prior to the commencement of such Downtime. There will be no more than fifteen hours of Scheduled Downtime for Workstation Management per calendar year, and no more than two hours per month. Scheduled Downtime is not considered Downtime for purposes of this SLA, and will not be counted towards any Downtime Periods.

Downtime period is a period of ten consecutive minutes of Downtime. Intermittent Downtime for a period of less than ten minutes will not be counted towards any Downtime Periods.

Scheduled Downtime will be announced every month and the schedule will be available to agencies. If a Scheduled Downtime conflicts with other activities/operations of the Agency, the Agency can request an alternate date for the Scheduled Downtime through the MN.IT Service Desk. MN.IT Services will work with agencies to find a date that balances the needs/priorities of all.

Incident Response Levels

The incident response levels associated with Workstation Management services match those identified in the Service Desk "Incident Management Quick Reference." The following table lists examples of service incidents and the priority levels associated with them.

Table 23: Incident Response Levels for Workstation Management

Level	Example
Priority 4: Low	• Troubleshooting of one-off "additional" software • Troubleshooting of accessories and peripherals
Priority 3: Medium	• A workstation hardware failure or software error • Troubleshooting of commonly requested "additional" software
Priority 2: High	• A major function of the Workstation Management supporting infrastructure, such as a file or print server unavailable to end users
Priority 1: Critical	• Workstation virus or malware outbreak

Service Level Objectives

The table below contain the Service Level Objectives for Workstation Management.

Table 24: Service Level Objectives for Workstation Management Services

Metric	Definition	Threshold
Supporting infrastructure availability	Measures service availability of supporting infrastructure (e.g., file shares and print servers, critical Windows client patches).	99.9% availability* *not including Downtime for scheduled maintenance
Customer satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys
Support Resolution	Measures the speed of incident resolution by MN.IT Services	Priority 4: Low - 5 business days Priority 3: Medium - 2 business days Priority 2: High - 8 hours Priority 1: Critical - 2 hours
Service Response	Measures the speed of request resolution by MN.IT Services	All requests will be entered as "Medium" with 2 business days for resolution, unless specifically listed. Requests can be escalated on a case-by-case basis.
Average time to fulfill Workstation deployment and replacement requests	Measures the speed of fulfilling requests to deploy or replace a workstation ** If workstation and/or resources demands exceed supply, delivery of hardware may impact expected delivery times.	Up to 10 workstations – 10 business days from receipt of hardware** Greater than 10 workstations – delivery time varies**
Average time to fulfill additional "one-off" software requests	Measures the speed of one-off software installation request resolution by MN.IT Services	5 to 10 business days
Critical Windows client patches	Measures the number of workstations receiving timely critical patches/updates.	80% of workstations updated within 7 days

Reporting

Reports for Workstation Management services are created monthly and made available to agencies. Specific reporting deliverables are listed below:

- **Laptops:** Total number of laptop computers being supported
- **Desktops:** Total number of desktop computers being supported
- **Total Workstations:** Total number of workstations (e.g., laptop/desktop) being supported
- **User accounts:** Total number of domain user accounts being managed
- **Printers:** Total number of network and local printers/multi-function devices being supported

- **Virus and malware infections detected:** Total number of virus and malware infections detected
- **Operating system by version:** Total number of workstations with a specific operating system version (e.g., Windows XP, Windows 7 Professional, and Windows 7 Enterprise)

Public Utilities Commission Standard IT Services Details

General Information

Wireless service 7x24x365 to accommodate hearings
MN.IT personnel only Lync users

Normal Work Hours

7:00 AM - 6:00 PM (M-F)

Service Metrics

If service level objectives differ from the standards in Section 3, the differences are noted below. If an Agency Threshold is blank, the Standard Threshold applies.

If this section is blank, then all Section 3 Standard Thresholds apply.

VPN Remote Access is not provided to Public Utilities Commission.

Table 4: Service Level Objectives for Cellular Service Plans and Devices

Metric	Definition	Standard Threshold	Agency Threshold
Customer satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys	90%
Support Resolution	Measures the speed of Incident resolution by MN.IT Services	Priority 4: Low - 5 business days Priority 3: Medium - 2 business days Priority 2: High - 8 hours Priority 1: Critical - 2 hours	
Service Request	Measures the speed of service response by MN.IT Services	5 to 7 business days after Purchase Order (PO) creation	72 hours

Table 6: Service Level Objectives for EUCC Email Services

Metric	Definition	Standard Threshold	Agency Threshold
Service Availability	Measures service availability. Combined with other metrics, gives an end-to-end view of EUCC as a managed service	99.9% availability* *not including Downtime for scheduled maintenance	
Customer satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys	90%
Support Resolution	Measures the speed of Incident resolution by MN.IT Services	Priority 4: Low - 5 business days Priority 3: Medium - 2 business days Priority 2: High - 8 hours Priority 1: Critical - 2 hours	
Service Request	Measures the speed of service response by MN.IT Services	All requests will be entered as "Medium" with 2 business days for resolution, unless specifically listed. Requests can be escalated on a case-by-case basis.	
BlackBerry device - disable/wipe requests	In the event a BlackBerry device is lost or stolen, it can be disabled and remotely "wiped".	Escalated cases will be done within 1 hour of request; all others are completed in 1 business day.	1 hour
Mail Flow	Measures the amount of time it takes to deliver a synthetically generated message	90% of messages received in less than 90 seconds	

EUCC SharePoint services is not provided to Public Utilities Commission.

Table 8: Service Level Objectives for EUCC Instant Messaging Services

Metric	Definition	Standard Threshold	Agency Threshold
Service Availability	Measures service availability. Combined with other metrics, gives an end-to-end view of EUCC as a managed service	99.9% availability* *not including Downtime for scheduled maintenance	
Customer satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys	90%
Support Resolution	Measures the speed of Incident resolution by MN.IT Services	Priority 4: Low - 5 business days Priority 3: Medium - 2 business days Priority 2: High - 8 hours Priority 1: Critical - 2 hours	
Service Request	Measures the speed of service response by MN.IT Services	All requests will be entered as "Medium" with 2 business days for resolution, unless specifically listed. Requests can be escalated on a case-by-case basis.	

Table 9: Service Level Objectives for Audio, Video and Net Conferencing Services

Metric	Definition	Standard Threshold	Agency Threshold
Service Availability	Measures service availability	99.9% availability* *not including Downtime for scheduled maintenance	
Customer satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys	90%
Support Resolution	Measures the speed of Incident resolution by MN.IT Services	Priority 4: Low - 5 business days Priority 3: Medium - 2 business days Priority 2: High - 8 hours Priority 1: Critical - 2 hours	
Service Request	Measures the speed of service response by MN.IT Services	All requests will be entered as "Medium" with 2 business days for resolution, unless specifically listed. Requests can be escalated on a case-by-case basis.	4 hour

Table 11: Service Level Objectives for FIT Operations Services

Metric	Definition	Standard Threshold	Agency Threshold
Service Availability	Measures service availability. *Does not include downtime for scheduled maintenance	Does not apply	
Customer Satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys	90%
Support Resolution	Measures the speed of Incident resolution by MN.IT Services	Priority 4: Low - 5 business days Priority 3: Medium - 2 business days Priority 2: High - 8 hours Priority 1: Critical - 2 hours	

Table 12: Service Level Objectives for FIT Design and Development Services

Metric	Definition	Standard Threshold	Agency Threshold
Service Response	Measures time necessary to respond to a typcial inquiry regarding the capabilities and availability of professional services staff.	2 business days	
Customer Satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys	90%

Table 14: Service Level Objectives for Access Control to Systems Services

Metric	Definition	Standard Threshold	Agency Threshold
Customer Satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys	90%
Support Resolution	Measures the speed of Incident resolution by MN.IT Services	Priority 4: Low - 5 business days Priority 3: Medium - 2 business days Priority 2: High - 8 hours Priority 1: Critical - 2 hours	
Service Request	Measures the maximum time required to respond to a request.	Typical - 1 business day Critical - 4 hours	

Table 15: Service Level Objectives for Security Incident Reponse and Forensics Services

Metric	Definition	Standard Threshold	Agency Threshold
Service Response	Measures time necessary to respond to a typcial inquiry regarding the capabilities and availability of professional services staff.	Target: Next business day Typical: 4 hours	
Customer Satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys	90%

Table 16: Service Level Objectives for Security Awareness and Training Services

Metric	Definition	Standard Threshold	Agency Threshold
Service Response	Measures time necessary to respond to a typcial inquiry regarding the capabilities and availability of professional services staff.	2 business days	
Customer Satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys	90%

Table 18: Service Level Objectives for Dial Tone Services

Metric	Definition	Standard Threshold	Agency Threshold
Service Availability - Classic Voice	Measures service availability for Classic Voice services	99.9% availability* *not including Downtime for scheduled maintenance	
Service Availability - PBX	Measures service availability for IPT services	99.9% availability* *not including Downtime for scheduled maintenance	
Customer Satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys	90%
Support Resolution	Measures the speed of Incident resolution by MN.IT Services	Priority 4: Low - 5 business days Priority 3: Medium - 2 business days Priority 2: High - 8 hours Priority 1: Critical - 2 hours	
Service Response for changing Classic Voice	Measures the speed of service response to move, add or change services by MN.IT Services	5 business days	
Service Response for changing PBX	Measures the speed of service response to move, add or change services by MN.IT Services	5 business days	48 hours
Service Response for New Classic Voice implementation	Measures the speed of service response by MN.IT Services	12 business days	
Service Response for New PBX implementation	Measures the speed of service response by MN.IT Services	90 business days	48 hours
PBX Call Quality	See service definition for more information	Mean Opinion Score 4 to 5	

Table 19: Service Level Objectives for Voice Related Services

Metric	Definition	Standard Threshold	Agency Threshold
Service Availability	Measures service availability.	99.9% availability* *not including Downtime for scheduled maintenance	
Customer satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys	90%
Support Resolution	Measures the speed of Incident resolution by MN.IT Services	Priority 4: Low - 5 business days Priority 3: Medium - 2 business days Priority 2: High - 8 hours Priority 1: Critical - 2 hours	
Service Response for changing Voice-Related services	Measures the speed of service response to move, add or change services by MN.IT Services	5 business days	
New service implementation response time	Measures the time necessary to respond to a typical inquiry	2 business days	

Table 21: Service Level Objectives for Web Server Management

Metric	Definition	Standard Threshold	Agency Threshold
Service Availability	Measures service availability.	99.9% availability* *not including Downtime for scheduled maintenance	
Customer satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys	90%
Support Resolution	Measures the speed of Incident resolution by MN.IT Services	Priority 4: Low - 5 business days Priority 3: Medium - 2 business days Priority 2: High - 8 hours Priority 1: Critical - 2 hours	
Server Response	Measures the maximum time before the web server generates a response.	0.5 seconds **Does not include network latency	
Content Change	Measures the maximum time required to respond to a request.	Typical - 1 business day Critical - 4 hours	

Table 22: Service Level Objectives for Web Design and Content Management

Metric	Definition	Standard Threshold	Agency Threshold
Service Response	Measures time necessary to respond to a typcial inquiry regarding the capabilities and availability of professional services staff.	2 business days	
Customer Satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys	90%

Table 24: Service Level Objectives for Workstation Management Services

Metric	Definition	Standard Threshold	Agency Threshold
Supporting Infrastructure availability	Measures service availability of supporting infrastructure (e.g., file shares and print servers, critical Windows client patches).	99.9% availability* *not including Downtime for scheduled maintenance	
Customer Satisfaction	Measures how the customer perceives the value	80% positive approval rating through customer surveys	90%
Support Resolution	Measures the speed of Incident resolution by MN.IT Services	Priority 4: Low - 5 business days Priority 3: Medium - 2 business days Priority 2: High - 8 hours Priority 1: Critical - 2 hours	
Service Response	Measures the speed of service response by MN.IT Services	All requests will be entered as "Medium" with 2 business days for resolution, unless specifically listed. Requests can be escalated on a case-by-case basis.	
Service Response for Workstation deployment and replacement	Measures the speed of service response by MN.IT Services. ** If workstation and/or resources demands exceed supply, delivery of hardware may impact	Up to 10 workstations - 10 business days from receipt of hardware. ** Greater than 10 Work-stations -delivery time varies.	
Service Response for "One-off" Software Installation	Measures the speed of service response by MN.IT Services	5 to 10 business days	3 - 5 business days
Critical Windows Client Patches	Measures the number of workstations receiving timely critical	80% of workstations updated within 7 days	24 hours

MN.IT SERVICES

Section 4: Agency Applications

Public Utilities Commission Applications

Introduction

The Public Utilities Commission applications section describes the collection of applications that support the agency's business processes. In this context, an "application" is software that functions by means of computers to accomplish useful work.

MN.IT Services staff support thousands of different applications enterprise-wide, ranging from Parking Lot Systems to Vendor Management Systems to Web Content Management Systems. These applications may be composed of dedicated hardware and highly customized software, or may be vendor purchased "commodity" products. This section describes these applications, who supports them, how they work, and the relative priority to business users.

The details for each application can vary greatly, so the following standard information has been gathered for each major application in order to facilitate effective analysis and accountability:

- **Business Division**: Primary unit within the agency structure that uses the application
- **Business Purpose**: The logical grouping of applications in support of a Business Purpose or Business Function. Applications will be sorted under each Business Purpose. For example, 10 unique applications are grouped together to provide the features and functions needed to support "License Renewal".
- **Application Name**: How agency staff commonly refer to the application
- **Description**: Description of application
- **Contact**: Business person within the agency that should be contacted for business requirements and additional information about the application
- **Attended Hours of Operation**: Times when the application is available for use and attended by MN.IT staff.
- **Hours of Operation Currently Met**: Indicator of whether or not the Hours of Operation are being achieved with the current level of infrastructure (staff, equipment, contracts, etc.)
- **Recovery Time Objective** (RTO): The maximum period of time available for recovering an application before there is a significant impact on the agency. Possible RTO periods for the purposes of this document are as follows:

  - Immediate (no downtime)
  - 24 Hours
  - 72 Hours
  - 5 Days
  - 2 Weeks (14 Days)
  - 4 Weeks (28 Days)
  - N/A (will not be recovered)
  - Hours
  - 48 Hours
  - 4 Days
  - 1 Week (7 Days)
  - 3 Weeks (21 Days)
  - TBD

- **RTO Achievable**: Indicator of whether or not the RTO can be achieved with the current level of infrastructure in the event of a disaster
- **Criticality**: Impact if the application becomes unavailable because of an unplanned service incident. The criticality levels are as follows:
  - 1 (Critical) = any incident that has "massive impact" and is highly visible, impacts a significant number of users, a major agency, application or service and has no redundancy or alternate path.
  - 2 (High) = any incident that impacts a significant number of users, a major agency application or service, but has redundancy, or an alternate path or bypass.
  - 3 (Medium) = any incident that impacts a limited number of users with a resource or service down or degraded.
  - 4 (Low) = any incident that impacts a small number or a single user in which a resource or non-critical service is down or degraded and a deferred fix or maintenance is acceptable.
- **Availability Service Level %**: Service availability describes the time the system is running and available to the business customer. Availability Service Level is calculated as follows:

$$\frac{\textbf{Applicable days in calendar month x 24 x 60 minus [Minutes of outage in calendar month]}}{\textbf{Applicabe days in calendar month x 24 x 60}} \quad \textbf{x100}$$

Typical service availability levels can be characterized as follows:

- 99.9% - Maximum of 8 hours, 45 minutes of downtime per year. This level requires 24 x 7 staffing, "High Availability" (HA) system design, and redundant components.
- 99.5% - Maximum of 43 hours, 48 minutes of downtime per year. This level requires having staff "on call", spare parts, and/or maintenance contracts for parts delivery.
- 99.0% - Maximum of 87 hours 36 minutes of downtime per year. This level requires having staff "on call", well-defined system recovery procedures, and business hour staffing.

- **Regulatory Compliance Service Requirements**: Listing of any external or internal compliance requirements that govern the application. Examples include: HIPAA, JCAHO, IRS Publication 1075, etc.
- **Information Classification Service Requirements:** Indicator of information classification associated with the application. When multiple classifications apply, the highest classification is applied. Information Classifications are as follows:
  - A = Confidential or Protected Nonpublic
  - B = Private or Nonpublic
  - C = Public

The information provided for each Agency application is presented "as is," meaning that the data has been provided by the Agency-based CIO to reflect current capabilities and characteristics based on available data. As metrics change and/or more application information is available, changes will be incorporated into this document.

Business Division: **Consumer Affairs**

Business Purpose: Legislation and policy

Application Name: **CAO Call Tracking System** Contact: Will Werner

Descripton: Dynamic database used to securely track public inquiry and complaints against Utility Companies

Attended Hours of Operation:

Monday - Friday	All Other (Typically 7x24)	Hours of Operation currently met?:	Yes
Saturday	All Other (Typically 7x24)	Availability Service Levels %:	99.9
Sunday	All Other (Typically 7x24)		
Holiday	All Other (Typically 7x24)		

Recovery Time Objective (RTO): 8 Hours RTO achievable?: Yes Criticality: High

Regulatory Compliance Service Requirements:

Information Classification Service Requirements: Private or Nonpublic

Additional Comments:

Note: All intra-agency databases are available as B, but staffing can only provide level A responses - all maintenance is intermittent, on as needed basis. ~wjwNote2: Systems run 7x24 but are not normally in use outside Standard Business Hours.

Business Division: **Executive / Agency wide**

Business Purpose: Legislation and policy

Application Name: **PUC Project Management System** Contact: Will Werner

Descripton: Dynamic database used to securely track Docket filings and related Commission Agenda tasks and scheduling of actions to be taken

Attended Hours of Operation:

Monday - Friday	All Other (Typically 7x24)	Hours of Operation currently met?:	Yes
Saturday	All Other (Typically 7x24)	Availability Service Levels %:	99.9
Sunday	All Other (Typically 7x24)		
Holiday	All Other (Typically 7x24)		

Recovery Time Objective (RTO): 8 Hours RTO achievable?: Yes Criticality: High

Regulatory Compliance Service Requirements:

Information Classification Service Requirements: Public

Additional Comments:

Note: All intra-agency databases are available as B, but staffing can only provide level A responses - all maintenance is intermittent, on as needed basis. ~wjwNote2: Systems run 7x24 but are not normally in use outside Standard Business Hours.

Business Division: **Executive / Agency wide**

Business Purpose: Other

Application Name: **Stellent / Oracle CMS** Contact: James Kauth

Descripton: Web content management system for public use

Attended Hours of Operation:

Monday - Friday	All Other (Typically 7x24)	Hours of Operation currently met?:	Yes
Saturday	All Other (Typically 7x24)	Availability Service Levels %:	99.9
Sunday	All Other (Typically 7x24)		
Holiday	All Other (Typically 7x24)		

Recovery Time Objective (RTO): Immediate RTO achievable?: Yes Criticality: Critical

Regulatory Compliance Service Requirements:

Information Classification Service Requirements: Public

Additional Comments:

Business Division: **Financial / Telephone Regulation**

Business Purpose: Legislation and policy

Application Name: **Collected TAP data**

Contact: Will Werner

Descripton: Dynamic database used to securely track filing submissions, reimbursement requests and vendor payment tracking

Attended Hours of Operation:

Monday - Friday	All Other (Typically 7x24)	Hours of Operation currently met?:	Yes
Saturday	All Other (Typically 7x24)	Availability Service Levels %:	99.9
Sunday	All Other (Typically 7x24)		
Holiday	All Other (Typically 7x24)		

Recovery Time Objective (RTO): 24 Hours

RTO achievable?: Yes

Criticality: High

Regulatory Compliance Service Requirements:

Information Classification Service Requirements: Confidential or Protected Nonpublic

Additional Comments:

Note: All intra-agency databases are available as B, but staffing can only provide level A responses - all maintenance is intermittent, on as needed basis. ~wjwNote2: Systems run 7x24 but are not normally in use outside Standard Business Hours.

MN.IT SERVICES

Section 5: Projects and Initiatives

Projects and Initiatives

Managing Project Resources and Project Priorities

Historically, most agencies have had a pool of discretionary technology funds to use throughout a budget year for IT initiatives that include the following types:

- **New applications/systems**: The design and building of business applications and tools that perform functions and processes for state programs.
- **Enhancements and changes**: Changes, enhancements and upgrades to existing applications or systems due to changing business needs and/or changing technologies.
- **Ad hoc IT requests**: IT business analysis that does not rise to the definition of a project, but requires some information technology subject matter expertise.

Within its available resources, Agency business leadership has, prior to IT consolidation, been able to manage project resources and priorities on an ongoing basis, based on their business needs and priorities.

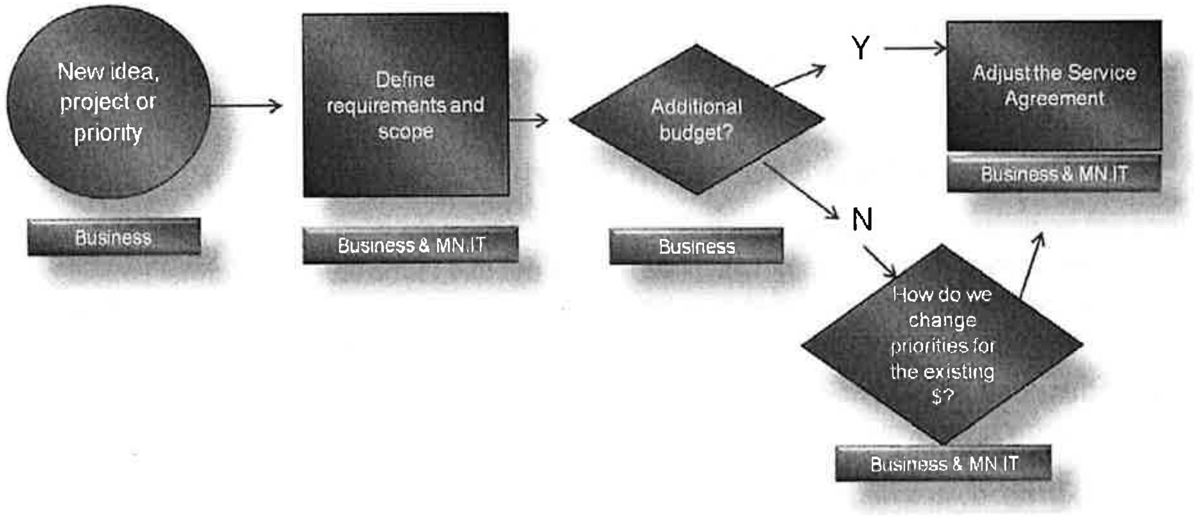
The Agency will continue to have that same discretion within this SLA.

Under the terms of this SLA, the management of IT project resources and project priorities is an iterative process throughout the fiscal year, managed through a cooperative relationship between MN.IT Services and Agency business leadership.

Section 6 of this SLA outlines the portion of the Agency's total technology budget that is currently allocated to projects and initiatives. From this pool of identified funding, the Agency-based CIO will work in consultation with Agency business leadership to set priorities, manage a project portfolio as described above, and regularly report on portfolio status. Should priorities change or should circumstances arise that change available resources, the decision on how resources should be allocated and projects changed is a business decision made by Agency business leadership in consultation with the Agency-based CIO.

When a new initiative is proposed, the Agency business unit and the Agency-based CIO determine the availability of resources within the existing discretionary resource pool described in Section 6. This analysis may result in the need for an Agency executive leadership decision to adjust portfolio priorities or it may require the identification of funding beyond the available resource pool. In such cases, the Agency business unit and Agency-based CIO work to analyze the change's impact on the project portfolio, identify and allocate resources for the proposed project, and amend Section 6 of the SLA as necessary.

The diagram below summarizes the ongoing process by which MN.IT will work with Agency business to reprioritize IT projects and initiatives covered in this section in order to meet the Agency's highest priorities. See Section 1 for IT budget changes ("Acceptance, Amendments, and Termination"). A more detailed budget change process is being developed and will be distributed when it is complete.


New idea, project or priority
Business
Define requirements and scope
Business & MN.IT
Additional budget?
Business
Y
N
Adjust the Service Agreement
Business & MN.IT
How do we change priorities for the existing $?
Business & MN.IT

Types of Project and Initiatives

New Applications / Systems

It is not unusual for issues, concerns, challenges or priorities to emerge that require the development of a new application or system within a given fiscal year. Examples might include new legislative requirements, a policy change, or the need to replace a legacy system.

In the case of a new application or system, the Agency-based CIO will work with the appropriate Agency business units to identify the need, requirements, scope, budget, and schedule for a new project, based upon its alignment and contribution to the Agency's strategies and objectives.

If necessary, the Agency-based CIO will assign project management or business analysis resources to conduct the discovery process that will provide the details necessary for an executive leadership decision on whether to proceed.

With executive leadership approval, the Agency-based CIO will add the project request to the queue as appropriate and assign the appropriate resources to work with the Agency business unit.

Enhancements and Changes

Existing applications and systems often require regular enhancements and changes that keep them current with new technologies, security improvements, and changing business requirements. Although most enhancements and change projects may not be as large, costly and complex as new system development, they consume significant resources and require the same level of project management discipline as new projects.

The process to analyze the requirements of an enhancement or change project, to assess the project's impact on the project portfolio, and the financial requirements mirror the processes for new projects.

Ad hoc Requests for a Short-term Effort

There will be times when Agency business leadership determine the need for a technical resource for short-term activities or initiatives that do not rise to the level of a formal project. Examples of technical resources that may be needed to augment existing staff include business analysts, network designers, programmers, developers, or architects.

To meet this need, the Agency business unit will work with the Agency-based CIO to determine the best approach for acquiring the appropriate resources. The Agency-based CIO will then facilitate the contracting process utilizing the appropriate procurement process, depending on the resource, i.e., contracting with MN.IT Services, ASAP-IT, or one of the other state contracting mechanisms.

Project Management and Oversight Processes

MN.IT Services provides professional project managers to lead projects from initiation through execution in a manner that meets the priorities of Agency business leadership and the policies and standards of the State for project and portfolio management.

In delivering this service, the assigned project manager will be responsible for the following activities:

- Prepare the project charter, project plan, and project status documents
- Plan tasks, identify resource needs
- Perform project risk management
- Assign planned tasks to staff and contractors assigned to the project
- Monitor progress and regularly report status
- Lead project change management and communications
- Log and track project issues
- Facilitate project-related decision-making
- Cooperate with Agency business unit to facilitate a smooth transition to operational support
- Coordinate with MN.IT Services' Information Standards and Security Risk Management Division to ensure compliance with project management policies, state architecture, accessibility, security and procurement standards, and statutory requirements. The policies are located on the MN.IT website http://mn.gov/oet/policies-and-standards/ (Policies and Standards)
- Manage the project budget

Project Management Policy and Statutory Compliance

In addition to project and program management for Agency-based IT projects, MN.IT Services' Enterprise Project Portfolio Management Division provides services that verify and review the application of project management best practices, policy, and statutory compliance for all Agency-based IT projects. As part of this oversight function, the Enterprise Project Portfolio Management Division meets with the Agency's project manager to determine the appropriate level of oversight required by policy and statutes. The Enterprise Project Portfolio Management Division also assists the project manager with acquiring resources to perform required risk management and project audit activities as needed for projects that meet the thresholds for this requirement.

Requesting Projects and Initiatives

The following pages describe the process by which Agency business units and/or leadership request project and initiatives services or changes at the Agency.

In FY2013, MN.IT Services will be developing a standard process for all project and service requests regardless of location. When that process is available, this Service Level Agreement will be amended to reflect the changes.

Public Utilities Commission Projects and Initiatives Details

MN.IT @ Public Utilities Commission Project Management Office (PMO)

The MN.IT@ Public Utilities Commission PMO has the following processes and procedures related to the services outlined in Section 5: Projects and Initiatives.

General Information

Supported by MN.IT personnel at PUC and at Commerce.

Contact Information

PMO Name	N/A
Business Hours	
Contact Name	
Phone Number	
Email Address	

Project Requests

MN.IT@ Public Utilities Commission PMO has established the following process or procedure for requesting an IT project:

Personnel of the Commission identify business processes that could benefit from automation and contact MN.IT at PUC or technical consultants for assistance in defining requirements and identifying technical solutions to meet the needs of the Board. Project plans and budgets are authorized by the Executive Secretary of the Commission.

Project Portfolio Management

MN.IT@ Public Utilities Commission PMO has established the following process or procedure and governance for prioritizing, authorizing, and monitoring the agency portfolio of IT projects:

Projects are prioritized, sponsored, managed and coordinated by Commission personnel, MN.IT at PUC staff and contracted resources.

Project Management

Project management duties are carried out by MN.IT personnel and/or contracted resources.

MN.IT SERVICES

Section 6: Service Financial Information

Public Utilities Commission Service Costing Details

What follows is a comparison of the "As Was" (October 2011) costing model and the "As Is" (June 2012) costing model. Both models use the same total IT spend for your agency, which is the projected spend for FY13 as self-reported in October.

Both views represent a "point in time" that provide two perspectives on the projected FY13 spend.

FY 13 Service Costs, October 2011

The following table provides the specific IT service costing for your agency as presented in the October 2011 interagency agreement.

FY13 Planned IT Spend by Object/Account Class

Object/Account Class	Title	Total
1A-1E/410	Salary	210,000
2A0/41100	Space Rental, Maintenance & Utility	10,000
2B0/41500	Repairs, Alterations & Maintenance	11,000
2C0/41110	Printing and Advertising	0
2D0/41130	Prof/Tech Services outside Vendor	0
2D7/41145	IT Prof/Tech Services O/S Vendor	0
2E0/41150	Computer & Systems Services	115,000
2F0/41155	Communications	25,000
2G0/41160	Travel & Subsistence - Out State	0
2H0/41170	Travel & Subsistence - In State	0
2J0/41300	Supplies	10,000
2K0/41400	Equipment	10,000

Object/Account Class	Title	Total
2L0/41180	Employee Development	4,000
2M0/43000	Other Operating Costs	18,000
2N0/42000	Agency Indirect Costs	0
2P0/42010	Statewide Indirect Costs	0
2Q0/42010	Attorney General Costs	0
2S0/41190	Agency Provided Prof/Tech Serv	19,000
2S7/41195	IT State Agency Prof/Tech Serv	0
4A0/44100	Payments to Individuals	0
9999	IT-Related Admin. Support Salary	14,000
	Total:	446,000

FY 13 Service Costs, June 2012

The following provides the projected FY13 IT spend in the new service view costing model. The numbers illustrate the “as is” IT spend in the Agency by service as outlined in this Agreement (**Standard IT Services**, **Applications**, **Projects and Initiatives**). Standard IT Services have been broken down into sub-categories as described in Section 3.

The Agency-based CIO will update the model on a regular basis as more accurate spending numbers become available.

Total Expense by Service Type

Service Type	Salaries	Prof/Tech	Software	Telecommunications	Hardware	Repairs & Maintenance	All-Other Non-Salary	Total Expense by Type
Standard IT Services	84,000	7,600	46,000	10,000	4,000	4,400	22,400	178,400
Workstation Management	31,500	2,850	17,250	3,750	1,500	1,650	8,400	66,900
Electronic Collaboration & Communication Tools	0	0	0	0	0	0	0	0
Voice Communications	0	0	0	0	0	0	0	0
Mobile Device Support	0	0	0	0	0	0	0	0
Facility Services	0	0	0	0	0	0	0	0
Web Design, Admin, Content Coordination	0	0	0	0	0	0	0	0
Service Desk	31,500	2,850	17,250	3,750	1,500	1,650	8,400	66,900
Security Services	21,000	1,900	11,500	2,500	1,000	1,100	5,600	44,600
Applications	0	0	0	0	0	0	0	0
Projects & Initiatives	21,000	1,900	11,500	2,500	1,000	1,100	5,600	44,600
Enabling Services	21,000	1,900	11,500	2,500	1,000	1,100	5,600	44,600
Support Services	84,000	7,600	46,000	10,000	4,000	4,400	22,400	178,400
Total:	**210,000**	**19,000**	**115,000**	**25,000**	**10,000**	**11,000**	**56,000**	**446,000**

MN.IT SERVICES

Section 7: Information Security

Information Security

Statutory Responsibilities for IT Security

The State of Minnesota recognizes that information is a critical asset. How information is managed, controlled, and protected has a significant impact on the delivery of state services and is vital to maintaining the trust of those that provide data to the State and/or use state programs. Information assets held in trust by the State must be protected from unauthorized disclosure, theft, loss, destruction, and alteration. Information assets must be available when needed, particularly during emergencies and times of crisis.

It is for this reason that Minnesota Statute Chapter 16E requires the State Chief Information Officer (State CIO) to define cyber security policies, standards, and guidelines for the executive branch, and why those policies are required by the State CIO of all executive branch services, systems and processes. Minnesota Statute also gives State CIO authority to install and administer security systems for use by all.

Protecting our digital infrastructure at a reasonable level of risk is the goal. Presently, the State faces a high level of risk due to an inadequate historical investment in security tools, people and processes. At its current funding level, the State's investment in security stands at 2 percent of its total IT budget, compared to an industry standard of 5.4 percent – 6.2 percent. Current levels of security within state agencies are inconsistent and, in some cases, inadequate.

Consolidation of IT services will significantly improve the security profile of the State and make the achievement of an appropriate level of risk more affordable. As consolidation of IT continues and a thorough evaluation takes place, more accurate analysis of individual agency security levels will be available. Long term, however, the executive branch will need to invest more in information security to ensure that key security services and risk levels are standard and acceptable across all agencies, regardless of size and resources.

This Agreement does not evaluate the current, overall state of risk within the executive branch. Nor does it evaluate the risk level of individual agency programs or systems. However, it does in this section outline the key active ingredients to, and the roles of the parties to this Agreement in managing IT services to an acceptable level of risk, and identifies the current level of individual agency spending in this critical area of information technology.

Enterprise Security Program Framework

MN.IT Services' Enterprise Security Program exists to set the policies and standards that will protect executive branch information assets and comply with state and federal regulatory requirements. All executive branch IT services, assets, systems and employees are required to comply with policies set by the Enterprise Security Program.

The Enterprise Security Program uses the 800 series of publications by the National Institute of Standards and Technology's (NIST) as a framework. The NIST 800 series has been adapted to accommodate the unique model of Minnesota's government.

The program is divided into four components that contain high-level policies and a series of implementing standards. These policies are located on the MN.IT Services website at http://mn.gov/oet/policies-and-standards/information-security/ Information Security Policies

Program Policy

Program Policy identifies the overall purpose, scope, and governance requirements of the security program as a whole. Policies and standards in the Program Policy area include:

- Policy Statement & Reason for Program
- Program Applicability & Compliance
- Program Framework
- Policy & Standard Approval Process
- Exception Process

Management Control Policies

The Management Control Policies address risk throughout the life cycle of the State's information assets. The identification, tracking, and reporting of risk is essential for any organization's leadership to make appropriate financial and operational decisions on risk mitigation. Policies and standards in the Management Control Policies area include:

- Risk Management
- Security Planning & Lifecycle
- Security Authorization

Operational Control Policies

The Operational Control Policies define a class of security controls implemented and executed by individuals (IT staff, state employees, state business partners and/or state program end users). These operational policies support the management control policies (above) with processes or actions required to reduce identified risks and often rely on the technical controls (below). Policies and standards in the Operational Control Policies area include:

- Personnel Security
- System Support
- Physical & Environmental Protection
- Incident Management
- Training & Awareness
- Configuration & Patch Management

- Continuation of Operations Planning
- Information Handling

Technical Control Policies

The Technical Control Policies define a class of security controls executed or used by systems. They can be automated controls that facilitate the detection of security violations or technologies used by systems to enforce operational security requirements (above). Policies and standards in the Technical Control Policies area include:

- Vulnerability & Threat Management
- Authentication & Access Control
- Audit Trail & Event Logging
- Cryptography & Communication Protection

Enterprise Security Governance

In order to implement the Enterprise Security Program, the State CIO delegates all security-related responsibilities to the State Chief Information Security Officer.

The IT Governance Framework (June 2012) outlines the process for making decisions that impact the risk posture of the executive branch. New policies and standards are reviewed and approved using the processes in the IT Governance Framework. Periodic review of all existing policies and standards will be conducted at least once every two years through the processes described within the framework.

Role of Agency-based CIO

It is the role of MN.IT's Agency-based CIO to ensure that all Enterprise Security Program policies and standards are met in delivering IT services and managing IT facilities, systems and applications within the Agency.

It is also the responsibility of the Agency-based CIO to manage Agency-based systems and services to an acceptable level of risk as determined in consultation with the business leadership, and in accordance with applicable state and federal policies and regulations. This may include policies and standards that have not yet been addressed by the Enterprise Security Program and/or policies more stringent than the Enterprise Security Program's minimum requirements. Agency-based CIOs will ensure that mitigating controls are in place to reduce risk to a level that Agency business leadership is willing to accept.

Role of Business

It is the responsibility of Agency business leadership to understand and accept risk, in consultation with MN.IT's Agency-based CIO, for the services and applications in its portfolio. It also is the responsibility of Agency business leadership to ensure that at least the minimum state policy requirements for security can and will be met at the Agency level.

Through defined governance processes, Agency business leadership has an opportunity to participate in the design and implementation of the policies, standards, and security systems that are required for the executive branch.

Role of MN.IT IT Standards and Risk Management Division

The MN.IT IT Standards and Risk Management Division is responsible for the management of enterprise security governance, for monitoring and enforcing compliance with executive branch policies and for the strategic and tactical planning of the Enterprise Security Program. Specifically, the division is responsible for the following areas.

Enterprise Security Planning

The State of Minnesota Information and Telecommunications Technology Systems and Services Master Plan (April 2012) articulates the five-year vision for information security and risk management in the executive branch. The Master Plan is located on the MN.IT website: http://mn.gov/oet/governance/strategic-plans/strategic-plans.jsp (Reports and Strategic Plans)

The MN.IT IT Standards and Risk Management Division will be responsible for developing tactical initiatives to implement the strategic vision, focusing on highest-priority areas first. Agency-based CIOs, MN.IT security leads and MN.IT technical staff will assist with the development of security tactical plans.

Audit Coordination

Government entities in the executive branch are subject to frequent external technical and security reviews and audits. These include audits by the Office of the Legislative Auditor as well as audit work done by federal agencies. MN.IT's IT Standards and Risk Management Division will coordinate all audit work that has technology-related objectives and will coordinate required follow-up responses to audit findings.

Enterprise Security Services

The MN.IT IT Standards and Risk Management Division is responsible for planning and/or approving appropriate security systems that meet enterprise security policies and decrease the risk level for state systems and agencies. These security services include both Standard IT Services (defined in Section 3 of this document), which are directly used by agency customers and Enabling IT Services (defined in Appendix D of this document), which are incorporated within other services and not necessarily visible or "consumable" by the customer.

For security services that are deployed enterprise-wide, the MN.IT IT Standards and Risk Management Division will compile metrics to measure compliance with underlying security standards for those services. Currently, metrics are generated for the following enterprise security services:

- Vulnerability Management
- Incident Response and Forensics
- Continuity of Operations Planning

The MN.IT IT Standards and Risk Management Division will eventually compile and report metrics for all security services.

Section 8: Force Majeure and Performance Exceptions

Force Majeure & Performance Exceptions

Neither party shall be responsible, or considered in default in the performance of its obligations, for failure or delay of performance, including failure to satisfy service availability levels/objectives, if caused by: (1) scheduled downtime to perform routine, non-emergency or emergency maintenance on MN.IT-provided services; (2) downtime on non-production systems; (3) factors outside of the party's reasonable control, including any force majeure event as defined below; (4) equipment, software or other technology not within MN.IT's direct control; (5) service suspensions or termination of Agency's right to use the MN.IT-provided services in accordance with the Agreement.

Force majeure events include, but are not limited to, acts of God, acts of government, flood, fire, earthquakes, civil unrest or riot, acts of terror, acts of war, acts of hostility or sabotage, strikes or other labor problems including a government shutdown, Internet/telecommunications service provider or power/electrical failures or delays, and other events outside the reasonable control of the obligated party.

Both parties will use reasonable efforts to mitigate the effect of a force majeure event. This section does not excuse either party's obligation to take reasonable steps to follow its normal disaster recovery procedures or Agency's obligation to pay for programs delivered or services provided.

MN.IT SERVICES

Appendix A: Related Information

Related Information

Covered Entities

This SLA describes services provided to the following entity(ies): Public Utilities Commission

Standard Documentation

The following documents provide additional information regarding MN.IT Services:

- Minnesota Statutes chapter 16E Office of Enterprise Technology <https://www.revisor.mn.gov/revisor/pages/statute/statute_chapter_toc.php?chapter=16E>
- Enterprise Technology Fund 970 Rate Schedule 2013
- State of Minnesota IT Master Plan, <http://mn.gov/oet/governance/strategic-plans/strategic-plans.jsp>
- Operational documents/information on MN.IT website <http://mn.gov/oet/index.jsp> (<http://mn.gov/oet/index.jsp>)
- Minnesota IT Governance Framework available on the MN.IT website http://mn.gov/oet/governance/igov/gov-structure.jsp

Agency Specific Documentation

There are none at this time.

MN.IT SERVICES

Appendix B: Definitions

Definitions

SLA Glossary of Terms

Account Manager: Person assigned to each Agency as a central point of contact from the customer service team

Account Team: Customer service team assigned to each Agency

Agency: Executive Branch Business

Agency-based Chief Information Officer: The chief information officer located at each agency. For purposes of the Service Level Agreement, the Agency-based CIO also means the Designated IT Lead. The Designated IT Lead means the person assigned to represent MN.IT Services at the agency in lieu of a chief information officer, and may be an employee of another agency.

Agency Applications: Applications and IT services provided by an Agency in support of their customers and business

Agency Threshold: A service threshold that is specific to an Agency, and is different than the documented Standard Threshold

Centers of Excellence: A collection of services that is recognized as the lead service provider and available for all executive level agency usage

Change Windows: Scheduled times when IT services may be unavailable while planned changes are being implemented

Cost Model: An financial review of an Agencies IT budget showing Applications, Projects and IT Services

Critical Success Factors: A metric that reports on how effective a particular service is operating

Critical-1 Procedures: Highest level incident/outage, which will follow a specific set of instructions to restore the service and manage communications

Emergency Maintenance: A change window requested for unplanned maintenance to correct a system outage

Enabling IT Services: IT Services provided by MN.IT that are in support of the Business Standard Services. Examples would be Hosting, Storage, Networking, and Data Center Facilities

Incident: An incident is any event which is not part of the standard operation of service and which causes, or may cause, an interruption or a reduction in the quality of that IT service.

IT Consolidation Act: Legislation passed in the 2011 Special Session that consolidated IT from the Executive Branch State Agencies into one organization. Laws of Minnesota 2011, First Special Session chapter 10, article 4.

Management Control Policies: These policies are in place to address RISK throughout the lifecycle of the State's information assets

Metric: A key measure used to communicate how a service is being delivered

Metric Definition: The working definition of a metric

Office of Enterprise Technology, d.b/a MN.IT Services: Executive branch Agency responsible for delivering IT to all Executive Branch State Agencies

Operational Control Policies: Defines a class of security controls implemented and executed by individuals

Prioritization: As part of the Incident Management and Service Request Process, each ticket will be classified and assigned a Priority according to its expected Service Level, as well as the number of people being impacted. This will help establish its place in the work and service request queues.

Program Policy: Identifies the overall purpose, scope and governance requirements of a program as a whole

Projects and Initiatives: A list of approved efforts to develop new applications and make changes to existing applications and services

Schedules Maintenance: Regular scheduled times for MN.IT staff to perform maintenance to applications and services

Service Availability: The amount of time an application is 'up' during its required availability hours. This is reported as a percentage, e.g. 99.5% or 99.9%. To calculate the service availability:

$$\frac{\text{Required monthly minutes of availability – minutes of monthly outage}}{\text{Required monthly minutes of availability}} \times 100$$

- **Required monthly minutes of availability =**

  # of days in month application is required x hours required each day x 60 minutes

- **Minutes of monthly outage** = Average historical monthly downtime of application (not including planned maintenance)

Example: Application X has an availability requirement from business of 9 hours a day/5 days a week and has a historical average of 30 minutes of downtime per month. To calculate its service availability:

Required monthly minutes of availability: 22 days x 9 hrs x 60 min = 11,880 min

Minutes of monthly outage = 30

(11,880 – 30)/11,880 x 100 = ***99.7%***

Service Costs: The cost associated with the delivery and support of a specific MN.IT service offering

Service Desk Activity: The work associated managing End User requests and incidents

Service Level Agreement: The documented agreement for delivery and support of MN.IT services between the Executive Agencies and the MN.IT staff

Service Level Objectives: The documented expectation measuring the actual delivery of a service

Service Levels: Measurements detailing the expected delivery of a service

Service Metrics: Specific measures established for each Service being delivered

Service Performance Reports: Regularly published reports depicting actual Service Results using identified metrics

Service Request: A user request for support, delivery, information, advice, documentation, or a standard change. Service requests are not service disruptions.

Services: A list of common tasks and activities performed by MN.IT in support of the Agency employees

Standard IT Services: Business facing services, typically available to all State of Minnesota employees, with approval. Examples are: Order new laptop, Request Access to an Application, Utilize Web Conferencing

Standard Threshold: The established Service Threshold (metric) available for a given Service offering

Support Hours and Availability: Published days of the week and hours of the day when a particular application or service is available for use, and for which support is readily available

Sustaining Documentation: A set of 4 documents which defines the foundation for the directions of the State's IT program. They include:

1. The comprehensive IT Service Level Agreement (this document)
2. The State of Minnesota Information and Telecommunications Systems and Services Master Plan
3. The Agency Centralized IT Reference Model
4. The State of Minnesota IT Governance Framework

Technical Control Policies: Defines a class of security controls executed or used by systems

Service Support Tiers

Incident Management Quick Reference

Priority

Priority	Description	Resolution Target	Notification/Communication	Media / Timescale
1: Critical	Any Incident that has "massive impact" and is highly visible, impacts a significant number of Users, a major agency, application or service, and has no redundancy or alternate path. Critical-1 Incidents are usually (but not limited to) one of the following issues: ▪ Enterprise e-mail or enterprise messaging outage or impaired service ▪ State portal services down or impaired ▪ VOIP/CCM/phone outage or impaired service ▪ Mainframe or significant LPAR outage or impaired service ▪ Network outage or impaired service impacting large subset of Users	2 Hours (24x7)	1. Incident submission 2. ACD updates 3. Email/phone updates* 4. Incident ticket updates 5. External media (e.g., reporters, newspaper) 6. Incident resolution 7. Incident closure * Email is the preferred medium; phone updates will be utilized as deemed appropriate	1. Automated email 2. Initial; then hourly 3. Initial notification; then hourly 4. Initial acceptance from assignee group within 15 minutes; updates every 30 minutes 5. As determined by the Communication Director and Executive Team 6. Email 7. Automated email

Priority	Description	Resolution Target	Notification/Communication	Media / Timescale
2: High	A priority of High will be assigned to any Incident deemed to have a high impact by: ▪ being highly visible, ▪ impacting a significant number of Users, ▪ impacting a major agency, application or service, where there is no redundancy or alternate path, and a bypass is unavailable.	8 Hours (24x7)	1. Incident submission 2. Incident ticket updates 3. Email / Phone updates to submitter 4. Incident closure	1. Automated email 2. Initial acceptance from assignee group within 15 minutes; updates every 60 minutes 3. Every two hours 4. Automated email
3: Medium	A priority of Medium will be assigned to any Incident deemed to have a medium impact by: ▪ being visible, ▪ impacting a limited number of Users, where a resource or service is down or degraded.	2 Business Days	1. Incident submission 2. Incident ticket updates 3. Email / Phone updates to submitter 4. Incident closure	1. Automated email 2. Initial acceptance from assignee group within one business hour; updates every 4 business hours 3. Once per business day 4. Automated email
4: Low	Any Incident that impacts: ▪ a small number of Users or a single User, where a resource or non-critical service is down or degraded and a deferred fix or maintenance is acceptable.	5 Business Days	1. Incident submission 2. Incident ticket updates 3. Email / Phone updates to submitter 4. Incident closure	1. Automated email 2. Initial acceptance from assignee group within one business day; updates every two days 3. Minimally twice during lifecycle of Incident 4. Automated email

Incident/Request Status Definitions:

Status	Description
Assigned	The Incident has been assigned to a support group. The Assignee Field is blank. Most tickets/requests are assigned to the Service Desk first. The Service Desk will analyze. Classify, and prioritize the Incident. The Service Desk will either resolve the incident/request or assign to the correct support group.
Accepted	Incident has been accepted by the Support Group and been assigned to an individual in the group to resolve the Incident.
Resolved	The Incident has been fixed with the resolution. The status will change to Resolved with Text in the resolution field and a selection from the menu of Incident/Cause. The Service Desk will confirm the resolution with the customer
Closed	The Service Desk will confirm Incident closure with the customer. Only the Service Desk staff can close Incidents in ARS. Only Incident Manager or Problem Manager can close Critical-1 priority incidents
Suspended Internal	The Incident is being monitored for future occurrences or the incident is awaiting a vendor action. A specific reason must be provided to set an incident to this status. A date/time must be provided for the incident to come out of this status.
Customer Pending	MN.IT is awaiting information from the customer before the Incident/Request ticket can be worked further by MN.IT. You are prompted for a specific and concise explanation of what is needed from the customer in order to set an incident to this status. A date/time must be provided for the incident to come out of this status. An email is sent to the customer with the specific details of what MN.IT needs from the customer in order to proceed

MN.IT SERVICES

Appendix C: Standard IT Service Descriptions

Standard IT Service Descriptions

The following Standard IT Services have detailed services descriptions on the MN.IT Services website http://mn.gov/oet/support/ (Support >Agency Documentation).

- Connectivity and Mobility Services
    - Cellular Service Plans and Devices
    - VPN Remote Access
    - Wireless Access Service
- Enterprise Unified Communications and Collaboration Services
    - Audio-Video and Net Conferencing
    - Email
    - Instant Messaging
    - SharePoint
- Facility Services
- Security Services
- Voice Services
- Web Management Services
- Workstation Management

MN.IT SERVICES

Appendix D: Enabling IT Services

Enabling IT Services

Hosting Services: Server Support

Server Build and Installation: Install requested server

Server Operations: Provide 7 x 24 support of servers

Server Maintenance: Perform standard maintenance and patch management

Hosting Services: Storage and Backup Support

Storage Installation: Install new storage equipment

Storage Operations: Provide 7 x 24 support

Storage Maintenance: Perform standard maintenance and patch management

Hosting Services: Facility Services

Data Center Operations and Management: Data center physical operations and support

Connectivity/Network Services: Network Infrastructure

WAN Management: Provide wide area network services

LAN Management: Provide local area network services

SAN Fabric Services: Provide connection services to storage

Connectivity/Network Services: Boundary Defense

Boundary Defense: Provide security for the networks

Connectivity/Network Services: Directory Services

Active Directory Services: Local active directory services in support of access management

Enterprise Active Directory: Active directory services in support of access management

Domain Name Services: Domain name management

Application & Integration Services: Application Development

Business and Process Analysis: Business process design and analysis

Systems Research and Selection: Review & recommend solutions based on requirements

System Design Application: System design services

System Build Application: System build services

System Testing Application: System testing services

Application Deployment: Deploy approved applications to the environments

Application & Integration Services: Application Management

Business application operations and support (COTS): Support commercial software

Application & Integration Services: Database Administration

Database design: Database design and modeling

Database Implementation: Implement databases

Application & Integration Services: Middleware Administration

Middleware Design: Middleware design services

Middleware Implementation: Implement and support middleware services

Application & Integration Services: Data Management

Records management: Record management services

Information Management: Access to systems information

Reporting and Decision Support: Access to data for reporting and decision support

Business Intelligence: Data analytics in support of the business

Security Services: Security Policy

Program Management: Provide security program policy

Compliance: Provide security compliance support and reviews

Governance: Provide security governance oversight

Security Services: Incident Response & Forensics

Physical Security & Threat Management: Provide facility physical security and threat management

Vulnerability and Threat Management: Manage systems vulnerabilities and threats

End Point Defense: Provide security to end point devices (desktop, mobile)

Service Management Services: Service Desk

User Technical Assistance: Day to day technical assistance to users via the Service Desk

Performance Monitoring and Reporting: Monitoring systems performance and stability

Leadership & Supporting Services: IT Supporting Functions

IT Management: Day to day IT management of services

Strategic Planning: Forward looking strategic planning

Portfolio, Program and Project Management: PMO Services

Financial and Staff Management: Provide financial analysis and support

Governance and Customer Relationship Management: Liaison between IT and Agency Customers

Procurement, Deployment and Decommissioning: Manage purchasing requests

IT Service Continuity: Technology disaster recovery

Detailed service descriptions are available upon request.

MINNESOTA
IT SERVICES

Central Office – 658 Cedar St, St. Paul, MN 55155

Service Authorization

Public Utilities Commission
121 7th Place East
Suite 350
St. Paul, MN 55101-2147
Customer Contact: Dan Wolf

Date: June 11, 2018
Authorization No: MnGeo-19010

Phone: 651-539-1681

Purpose

The Service Agreement provides detailed pricing information for GIS Professional Services required to support the business needs of the Minnesota Public Utilities Commission (PUC). Attached to and incorporated into this agreement as Exhibit A is a comprehensive list of work products, delivery dates, duties and responsibilities for each party in this agreement. In some instances, it may be necessary for staff from the PUC team and MnGeo to revise this list of deliverables, staff and timelines as work proceeds. MnGeo staff assigned to complete a task will reflect the complexity of said task and availability of appropriate staff.

All costs, anticipated staff and configurations are identified in the Cost Summary section below. The staff rates are based upon the current Cost Recovery Schedule. The rates are subject to annual and/or periodic rate adjustments as jointly approved by the State Chief Information Officer and the Commissioner of Minnesota Management and Budget as part of the rate change process.

Cost Details and Summary:

Customer Number	B82820505	Charge Number	820006

Product Code	Description	Total
8PSMG1, 8PSMG2, 8PSMG3	Staffing	$25,151.00
8MGEO4	Non-Staffing	$2,034.00
Summarized Totals - Staffing and Non-Staffing Charges:		$27,185.00

Agency Approval:

By signing below, authorization is given to MNIT Services to proceed with the service implementation based upon the Exhibit A - Request Details contained in MnGeo-19010.

Daniel P. Wolf Sept 5, 2018

Authorized Agency Signature Date

Daniel P. Wolf, Exec. Secty dan.wolf@state.mn.us 651-201 2217

Print Name Title Email Phone

9/6/18

Authorized by (MNIT CBTO @ PUC) Date

9/11/18

Authorized MNIT Signature Date

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Exhibit A – Request Details

SERVICE AGREEMENT BETWEEN
THE MINNESOTA PUBLIC UTILITIES COMMISSION (PUC)
AND
THE MINNESOTA OFFICE OF MNIT SERVICES
MINNESOTA GEOSPATIAL INFORMATION OFFICE (MNGEO)
FOR GEOGRAPHIC INFORMATIONS SYSTEMS (GIS) SERVICES

Deliverables, Duties and Responsibilities

A. MnGeo deliverables, duties and responsibilities:

This proposal consists of a series of tasks as described below. In some instances, it may be necessary for staff from the PUC team and MnGeo to revise this list of deliverables, staff and timelines as work proceeds.

Unless otherwise stated, budgets identified by task in this agreement were established for planning purposes only. Actual costs may vary as needed to complete the deliverables. The total obligation of the agreement shall not be exceeded without prior notification and written approval in the form of a service agreement amendment signed by both parties, however hours may be shifted between tasks as necessary after discussion with PUC's primary contact without amending the agreement. MnGeo staff assigned to complete a task will reflect the complexity of said task and availability of appropriate staff.

Task 1: Update Electric Utility Service Area (EUSA) Geospatial Database

Deliverables:

Within the constraints of this task's budget, and in consultation with PUC's primary contact, MnGeo will provide the following services:

1. Work with PUC staff to design and set up a quarterly update process for approved docket, i.e. service territory changes. These will be completed quarterly: September 29, December 19, March 20 and June 19.
2. Add a new field to the dockets layer to signify whether it has been approved by PUC. Note: follow PUC naming conventions.
3. Add approved service area changes to the docket GIS layer. These will be symbolized on the map available to PUC, Commerce and the utilities.
4. Merge approved dockets into the service territory GIS layer.

Timeline: 7/1/18 – 6/30/19 with updates to the docket and service territories on September 28, December 21, March 22 and June 21

Task 2: ArcGIS Online WebMap

Deliverables:

Within the constraints of this task's budget, MnGeo will provide the following services in consultation with PUC staff:

1. Maintain the official EUSA WebMap in ArcGIS Online.
2. Create additional WebMaps based on the map above based on business needs:
   a. PUC, Commerce and the Utilities – it would show filed dockets.

Task 3: Implement Online Mark-Up Tools using ArcGIS Online

Deliverables:

Within the constraints of this task's budget, MnGeo will provide the following services in consultation with PUC staff:

1. Add utility contact information (name, telephone & email) collected by PUC to the spatial data to allow easier communication between utilities. Note: this contact information will be for internal use only.
2. Invite contacts to MnGeo's ArcGIS Online Organization through the AGOL interface. Note: some of these emails will end up in spam boxes or blocked so a follow up will be necessary to make sure invitations are delivered.
3. Work with PUC and the utilities to develop a schedule for WebEx training
4. Monitor editing and routinely review work as it progresses.
5. Answer GIS related questions from the utilities and direct non-GIS related issues to PUC
6. Make PUC approved changes.

Task 4: Project Administration

Deliverables:

Within the constraints of this task's budget, and in consultation with PUC staff, MnGeo will provide the following services:

1. Quarterly meetings with PUC staff will be scheduled by MnGeo to review progress and discuss issues that have arisen, as requested by PUC.
2. General project administration services including contract modifications, basic project design, meetings with clients, accounting, invoicing, budget tracking, travel time, additional metadata not previously noted and project documentation and archiving.
3. Task 2 costs will be billed as incurred.

Task 5: Managed Hosting - System Maintenance and Infrastructure

Deliverables:

Within the constraints of this task's budget, MnGeo will provide the following services in consultation with PUC staff:

1. Hosting fee.
2. Provide Web hosting service for the EUSA and web mapping application created/maintained in Task 2. This non-staffing fee includes: (a) access to MnGeo servers and software located in the MNIT's secure server room(s), (b) disk space consumption. PUC will be responsible for any AGOL credits consumed with the mapping service(s) described in Task-2.

Infrastructure:
The MnGeo shared geospatial managed hosting environment is as recommended by the vendor to support the minimum requirements for ArcGIS Server 10.3.1. Planning is in progress to migrate to ArcGIS Server 10.5 in FY19. For the purposes of this project, it is assumed that the production and development infrastructure will be available for 12 months of FY19.

In addition to PUC's resources, MnGeo will provide the following ongoing services:

1. Provide a secure, reliable platform for hosting and deploying PUC's GIS data, web services, and applications. This includes problem solving, periodic software and system upgrades. New applications will be evaluated as needed against the capabilities of the infrastructure deployed.
2. Ensure system performance, provide adequate data storage and server resources for the system. Application performance will be assessed during testing in order to use results as a benchmark for consistent, periodic performance testing.
3. Address any reported issues.
4. Answer questions as appropriate
5. MnGeo will coordinate with MNIT Managed Hosting regular OS patching and updates.
6. Infrastructure costs will be billed monthly. System maintenance and administration will be billed as incurred.

Expectations:

1. Within normal business hours, MnGeo will acknowledge website operational problems within one hour identified by PUC staff and reported to MnGeo through PUC's primary contact. Within one business day, MnGeo staff will respond to website operational problems identified by PUC staff and reported to MnGeo through PUC's primary contact. MnGeo staff will keep PUC's primary contact appraised of needed repairs and anticipated timelines to complete repairs.
2. MnGeo staff will provide PUC with notice as soon as possible regarding impending changes that are unplanned or external in nature. For changes planned by MnGeo, no less than one month's notice will be provided before instituting major system / software changes. In each case, MnGeo will apprise PUC of potential problems associated with these changes. MnGeo will follow IT best practices of making changes to the development environment, testing sufficiently and confirming the change succeeded before proceeding to make changes to production environment.
3. When upgrades are instituted, MnGeo staff will review the platform to ensure all core components are operational. PUC staff will provide detailed testing of applications and services, using their discretion to determine the appropriate level of effort. As part of this

task, testing plans will be developed and shared as well as incorporated into MNIT Change Management routines.

4. Provide PUC with a minimum of one hour notice before any scheduled reboot of servers as defined by MNIT Managed Hosting.
5. Maintenance will be conducted during MnGeo's standard maintenance windows and will be communicated through PUC's primary contact.
6. If additional resources are required for the shared environment specifically because of PUC deployments or at a request for additional resources by PUC's primary contact, PUC's infrastructure costs will be increased accordingly.

System Maintenance:

System maintenance will be assessed each month. System maintenance is estimated at 25 hours per server per year. The system maintenance costs for the shared environment are divided proportionately to clients based upon their usage of the environment. PUC is currently assessed 5% of the shared environments. PUC percentage would decrease as new clients enter into in the shared environments, but as more clients come onboard, new infrastructure will be added to support the added demand and overall infrastructure costs would increase.

Timeline: Products and services will be provided throughout the duration of the agreement.

B. PUC deliverables, duties and responsibilities:

Under the terms of this agreement, PUC will:

1. Meet as needed with MnGeo staff to review the applications, services and resources being deployed, and other related topics as requested by PUC staff.
2. Provide MnGeo with timely review and comments on the applications, services and resources being deployed, as requested by MnGeo.
3. In the unlikely event that PUC's AGOL credits are exhausted during the contract period, purchase from MnGeo (the managing entity for State credits) additional credits at a cost of $97 per 1,000 credits.
4. Acting through PUC's primary contact for this contract, provide MnGeo with timely notification of any problems related to this service authorization.
5. Approve changes to electrical utility service area boundaries
6. Will handle communications with utilities as needed.
7. Will review materials created by MnGeo, such as the help document and WebEX training.
8. Will provide user assistance for non-GIS related issues and direct the GIS questions to MnGeo

MINNESOTA
IT SERVICES

Central Office – 658 Cedar St, St Paul, MN 55155

Service Authorization

PUC

121 E 7TH PLACE
ST PAUL, MN 55164

Customer Contact: MARCIA BATTLES-JENKS
Phone: 651-201-2233

Date: July 17, 2018
Authorization No: SRW-00000161818

Purpose

This Service Authorization (SA) provides detailed pricing information for the development of a web page about "Distributed Generation." This SA is for up to 20 hours of professional services time and contains one-time charges.

All costs and configurations are identified in the Cost Summary section below. The rates are based upon the current Cost Recovery Schedule. The rates are subject to annual and/or periodic rate adjustments as jointly approved by the State Chief Information Officer and the Commissioner of Minnesota Management and Budget as part of the rate change process. *Minn. Stat.* §§ 16A.15 and 16C.05 requires that funds have been encumbered by the State agency to pay for these services.

Cost Details and Summary:

Customer Number **B82820505** Charge Number **820006**

Product Code	Description	Units	Monthly Rate	Monthly Charges	One Time Rate	One Time Charges
8PSWEB3	Web Content Mgmt - Prof Svcs - Advanced	20.00			$95.70	$1,914.00

Summarized Totals - Monthly and One Time Charges: $1,914.00

Agency Approval:

By signing below, authorization is given to MN.IT Services to proceed with the service implementation based upon the above Request Details contained in SRW-00000161818.

Marsha Battles-Jenks
Signature of staff person with delegated authority

7/18/18
Date

Marsha Battles-Jenks
Print Name

Admin Mgmt. Director
Title

651-201-2219
Phone