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| **Version** | **Date** | **Description** | **Author** |
| 1.0 | 2/19/2025 | Draft submittal for signature. | Tony Kramer, Heather Pilgrim, David Desjardins, Michael Palizzi |
|  |  |  |  |

**Approval**

*(By signing below, all Approvers agree to all terms and conditions outlined in this* SLT document*.)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Approvers** | **Role** | **Name** | **Signed** | **Approval**  **Date** |
| Domain Services | Service Owner | Mike Palizzi (DOC) |  |  |
| Domain Services | Service Owner | Heather Pilgrim (DOC) |  |  |
| Data Network Services | Service Owner | Josh LaBerge (DOC) |  |  |
| Correctional Facilities Support | Service Owner | David Desjardins (DOC) |  |  |
| Service Delivery Manager | Service Owner | Tony Kramer (DOC) | A picture containing text  Description automatically generated | 2/19/2025 |
| Service Desk Manager | Service Owner | Jerry Allen (DOC) |  |  |
| Chief Information Officer | Customer | Greg Fisher (DOC) |  |  |

**Stakeholder Reviews**

|  |  |  |  |
| --- | --- | --- | --- |
| **Stakeholder Title** | **Role** | **Name** | **Review Date** |
| Chief Information Security Officer | IT Security | Samantha Rorabaugh (DOC) |  |
| Deputy of IT Operations | Business Stakeholder | Mike Pearson (DOC) | 2/20/2025 |
| Administrator - Educational Services | Business Stakeholder | Dominic Winter (DOC) | 2/20/25 |
| Associate Director of Corrections Education | Business Stakeholder | Hanan Al-Zubaidy (DOC) |  |
| Senior Support Engineer | Business Stakeholder | John Michel (SBCTC) |  |
| Technology Innovation Officer | Business Stakeholder | Andy Duckworth (SBCTC) |  |

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1. **Service Level Target Overview**

This Service Level Target (SLT) document represents service targets between DOC Information Technology (IT) and contracted Community Colleges in DOC prisons for IT services outlined within this document, required to support and sustain the use of the Off State Network (OSN) in prisons throughout DOC.

This SLT document remains valid until superseded by revisions that are mutually endorsed by the stakeholders.

This SLT document outlines the parameters of the IT services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

1. **Goals & Objectives**

The **purpose** of this SLT document is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer(s) by the Service Provider(s).

The **goal** of this SLT document is to obtain mutual agreement for IT service provision between the Service Provider(s) and Customer(s).

The **objectives** of this Agreement are to:

* + Provide clear reference to service ownership, accountability, roles and/or responsibilities.
  + Present a clear, concise and measurable description of service provision to the customer.
  + Match perceptions of expected service provision with actual service support & delivery.

1. **Stakeholders**

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the **primary** **stakeholders** associated with this SLA:

**IT Service Provider(s):** Correctional Facilities Support, Data Center Services, Data Network Services, Domain Services, Service Desk.

**Customer(s):** Contracted Community Colleges (“Customer”), Washington State Board of Community and Technical Colleges.

1. **Periodic Review**

This SLT document is valid from **March 1, 2025** outlined herein and is valid until further notice. This SLT document should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current SLT document will remain in effect.

The **Service Delivery Manager** (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

**Service Delivery Manager:** Tony Kramer

**Review Period:** Annually

**Previous Review Date:** N/A

**Next Review Date:** September 1, 2025

1. **Service Targets**

The following detailed service parameters are the responsibility of the Service Providers in the ongoing support of this Target.

* 1. Service Scope

The following teams support the services covered by this SLT document:

* Correctional Facilities Support
  + Account Creation and Activation
  + Password Reset
  + Home Folder Creation
* Data Network Services
  + Internet Service
  + Network Outage Resolution

Methods to request service are:

* Customer Contacting Service Desk to create a ticket
* Customer submitting a request through the IT Service Portal
  1. Customer Requirements

**Customer** responsibilities and/or requirements in order to support the timelines as defined in the Service Requests section 6.2 of this SLT document include:

* All requests for service must be submitted by contacting the DOC IT Service Desk OR submitting a ticket via the IT Service Portal.
  1. Service Provider Requirements

**Service Desk** responsibilities and/or requirements in support of this SLT document include:

* Ensure customer information (work hours, contact information) is accurately captured within the ticket.
* Ensure ticket is complete with what the customer needs (service requests) or what the issue is (incidents).
* Provides status updates to customers when requested.

**Domain Services Group** responsibilities and/or requirements in support of this SLT document include:

* Providing a functioning Active Directory environment.

**Data Network Services Group** responsibilities and/or requirements in support of this SLT document include:

* Ensuring network equipment is functioning.
* Ensure internet connectivity is available.

**Correctional Facilities Support Services Group** responsibilities and/or requirements in support of this SLT document include:

* Creating and enabling active directory accounts.
* Creating home folders.
* Resetting of passwords.

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* Submit by contacting the DOC IT Service Desk OR submitting a ticket via the Service Portal.
  1. Service Assumptions

Assumptions related to in-scope services and/or components include:

* Service requests will be communicated between IT and the customer.

1. **Service Management**

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

* 1. Service Availability

Coverage parameters specific to the service(s) covered in this SLT document are based on work hours of Monday through Friday 7:00 am to 3:30 pm and are as follows:

* Ticket Submission: 7:00 am to 3:30 pm Monday – Friday
  + Tickets received outside of work hours will be handled on the next business day.
  1. Service Requests

In support of services outlined in this SLT document, the Service Provider will respond to service-related incidents and/or requests submitted by the Customer within the following Targets:

* Password Reset – Within 8 work hours
* Create Student Account and Home Folder – Within 50 work hours
* Expedited Activation of Student Account and Home Folder – Within 24 work hours, must send request to Dave Desjardins requesting escalation.
* Major Site Outage Communication – Within 4 work hours