



## Service Level Agreement for Technical Support

### 1. Introduction

#### 1.1 Definition

This Service Level Agreement (SLA) is an agreement between San Diego Workforce Partnership, Inc. (SDWP) and the America's Job Center of California (AJCC) Operator ("Customer") to cover all the technical services provided by the SDWP to Customer. This SLA includes a description of the technical services provided by the SDWP to the AJCC Operator. Also included are the AJCC Operator's responsibilities to the SDWP.

#### 1.2 Definitions of terms in SLA

**Customer:** AJCC Operator

**IT:** SDWP's Information Technology Department

**Helpdesk:** SDWP's call center which receives service requests

**Trouble Ticket:** A phone call or email to the Helpdesk describing the issue. The technician who resolves the issue documents any action via email or phone call.

### 2. Services

#### 2.1 Software Support

SDWP provides the following technical support for all SDWP-supplied and/or approved software, which includes Microsoft Office Online, Internet Explorer, Google Chrome and CalJOBS:

- technical assistance for individuals and/or groups;
- troubleshooting of software defects;
- current antivirus and security software; and
- ongoing maintenance and application of updates.

An SDWP technician will install software that is required by the Customer for business-related purposes. SDWP reserves the right to test, analyze and refuse installation of software which proves to be detrimental to SDWP's network, systems, security or performance.

## 2.2 Hardware Support

SDWP provides technical support for computer equipment (e.g., laptops, desktops, thin clients, servers). Technical support includes the setup, configuration, upgrade and/or troubleshooting to ensure an efficient and secure computing environment.

### 2.2.1 Citrix environment

Citrix is a terminal server-based computing environment where the computing processes are performed on the server and the screen data is displayed remotely on a thin client terminal. Thin clients are similar to computers, but are simpler hardware devices which require far less maintenance and configuration. The Citrix environment allows us to install patches and updates centrally, which improves efficiency and reliability. Thin clients are only to be used for Customer staff and other contracted partners.

### 2.2.2 Desktop Computers for Job Seekers

Microsoft Windows™-based desktop computers are provided for Customer's use in resource rooms and labs. These computers are intended for the training and related activities of job seekers.

These computers are configured by the Helpdesk with a standard set of applications (e.g., Microsoft Office). Each night these computers will reboot and the standard configuration will be reapplied. This is a security feature designed to prevent malware from being installed on these computers. Customers requiring modifications to the default configuration must send a request to the Helpdesk along with justification for the change.

## 2.3 Network Support

SDWP provides a county-wide computer network for Customer to access resources stored on SDWP's servers and internet access at a speed no less than 5 Mbps. Customer may request additional bandwidth to improve performance, however the additional cost must be budgeted and paid by the Customer.

## 2.4 Availability

The Helpdesk staff provides support during business hours (except for SDWP recognized holidays), Monday through Friday, from 8:00 a.m. to 5:00 p.m. The most efficient way to request support is to send an email along with a detailed description of the request and/or problem to [helpdesk@workforce.org](mailto:helpdesk@workforce.org). You may also contact the Helpdesk by phone at (619) 228-2989. In the event that Helpdesk staff are unavailable during business hours, please leave a voice mail message; voice mails will be responded to within one business day.

Onsite support will be provided in special cases as determined by the SDWP. Work that is requested by the AJCC Operator outside of these normal business hours or on SDWP recognized holidays will be charged at overtime billing rates and will be billed directly to the requesting Customer.

## 2.5 Backups and archiving

Email and files are backed up and can be restored by the Helpdesk.

## 2.6 Response times

All logged requests to the Helpdesk will receive a response based on assigned priority. The following response times are for trouble tickets which require technical support:

*Critical Priority:* The technician will make the initial contact and begin problem resolution within 15 minutes. The goal will be to resolve the problem within three hours after the initial contact.

*High Priority:* The technician will make the initial contact and begin problem resolution within 30 minutes. The goal will be to resolve the problem within six hours after the initial contact.

*Medium Priority:* The technician will make the initial contact within one business day and will resolve the problem within three business days after the initial contact.

*Low Priority:* The technician will make the initial contact within three business days and will negotiate a schedule for resolution with the client/Customer.

## 2.7 Other Services

In cases where the Customer requires special technology products or assistance other than those provided and supported by SDWP, SDWP may recommend that the Customer procure services from a qualified contractor. The cost for special projects is the sole responsibility of the Customer (see below for Customer Responsibilities).

## 3. Customer Responsibilities

Customer agrees to:

- **notify the Helpdesk immediately upon separation of any employee or subcontractor;**
- include SDWP in any technology-related planning activities\* (note: Any unapproved third party technology is subject to immediate removal);
- ensure that all third parties contracted by Customer are pre-approved by SDWP before providing any hardware, software or support services to Customer (note: SDWP will not provide support and will not reimburse Customer for any hardware, software and/or support services which have not been approved); and
- ensure that each user submits a signed SDWP Electronic Media Policy to the Helpdesk. Once that is done, a login identification and email account will be created. The Electronic Media Policy explicitly prohibits all users from installing software on the desktop systems and clearly explains what is and is not acceptable use of the computers. Attachment A is a copy of the current Electronic Media Policy. The Electronic Media Policy is subject to change, and if changed, AJCC system users may be required to sign the revised version.

\*SDWP has the ability to purchase at discounted rates through special pricing arrangements. For the best value, Customer should request quotes for any technology-related purchases from the Helpdesk.

#### **4. Telecommunication and Internet Services Requirements**

The following provisions only apply to Customers who utilize telecommunications lines contracted by SDWP (i.e., phone and data).

SDWP and its operations, including those performed by Customer under the Contract, if applicable, are subject to contracted telecommunication services under the California Integrated Information Network (“CALNET 3”). CALNET 3 provides for telecommunication and internet connectivity services at rates negotiated by the State of California.

Customer is required to utilize and pay for the CALNET 3 services—or such replacement services as determined at SDWP’s discretion—and adhere to and observe the terms and conditions of such CALNET 3 services (or replacement) contract at all times.

Customer is responsible for all charges related to its use of the CALNET 3 services, and if requested by SDWP at any time during the Contract Term, Customer agrees to pay to SDWP, on a monthly basis, estimated costs for Customer’s use of the CALNET 3 services as set forth in a separate written notice (“Notice of Estimated Monthly CALNET 3 Expenses”) to be provided to Customer by SDWP.

The terms and conditions of the CALNET 3 contract will be incorporated in the Notice of Estimated Monthly CALNET 3 Expenses. Customer and SDWP agree that the amount of any such estimated costs may be adjusted at any time during the Contract Term by written notice from SDWP to Customer.

All estimated payments made by Customer, if any, will be reconciled with actual expenses incurred under the CALNET 3 contract in accordance with the reconciliation procedure set forth in the Notice of Estimated Monthly CALNET 3 Expenses.

**5. Approvals**

Agreed this \_\_\_\_\_ day of \_\_\_\_\_, 2016 by

---

Gina Charest  
Chief Financial Officer  
San Diego Workforce Partnership, Inc.

---

Customer Company Name Customer Location

---

Customer Contact Name (First and Last) Customer Signature