

## TECHNICAL SUPPORT BETWEEN SDWP AND AJCC OPERATOR

### I. 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 and any Managed Services Vendor contracted by SDWP to provide IT support

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.

**Jobseeker:** An individual that accesses basic career services at the AJCC is a customer. An individual who has been registered and determined eligible and receives individualized service, becomes a participant and is part of the local area's and state's performance measures, collectively customer and participant are known as Jobseekers.

### 2. SERVICES

#### 2.1 Software Support

SDWP provides the following technical support for all SDWP-supplied and/or approved software, which includes Microsoft Office 365 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.

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, network equipment (including routers, switches, and Wi-Fi system)). 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 a remote server and the screen data is displayed locally 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 SDWP 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 Mbs. Customer may request additional bandwidth to improve performance, however the additional cost must be budgeted and paid by the Customer.

### 2.4 Availability

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, please leave a voice mail message; voice mails will be responded to within one business day.

### 2.5 Backups and archiving

Email generated using Office 365 accounts, and files stored on the SDWP's servers, or in Office 365 are backed up and can be restored by the Helpdesk for 2 weeks.

### 2.6 Response times

All logged requests to the Helpdesk will receive a response within 2 hours of contacting the official support number or email address.

### 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).

## II. 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 E-Media Policy Acknowledgment Form 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.

\*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.

## III. 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.