

PROPERTY APPRAISER OFFICE  
CUSTOM SERVICE LEVEL AGREEMENT  
WITH BUSINESS TECHNOLOGY SERVICES

This CUSTOM SERVICE LEVEL AGREEMENT (CSLA) is made and entered into by and between PINELLAS COUNTY BUSINESS TECHNOLOGY SERVICES (BTS), and THE PINELLAS COUNTY PROPERTY APPRAISER, an ELECTED CONSTITUTIONAL OFFICER (PAO) and member of the BUSINESS TECHNOLOGY SERVICES BOARD (jointly, the “Parties”), on this 8th day of January, 2021.

NOW THEREFORE, the PCPA and BTS agree as follows:

1. Services to be Performed.

A. During the term hereof, Pinellas County, a political subdivision of the State of Florida (“County”), through BTS, hereby agrees to provide business technology services to the PAO, including network services, server infrastructure support, remote desktop/PC support, and application support services, as specifically set forth in the Agreement and as more specifically described in Exhibit A attached hereto ("Business Technology Services"). Business Technology Services provided by BTS do not include access to or utilization of third-party licenses or County-owned software and/or hardware used in its business operations, unless otherwise agreed to in writing by the Parties.

B. All Business Technology Services provided by the County, through BTS, will be provided in accordance with the standards, policies and best practices in effect during the term, as amended from time-to-time by BTS and reflected in the BTS Global Service Level Agreement. The PAO, with BTS, shall plan and budget for replacement ("Technology Refresh") of its hardware and software as required by BTS in performing the Business Technology Services to comply with its standards, policies and best practices.

C. Service levels for Business Technology Services provided to the PAO are described in Exhibit B attached hereto and incorporated herein by reference ("PAO Service Levels"). Any business technology services required by the PAO in excess of those described in Exhibit A, and/or in excess of the PAO Service Levels described in Exhibit B shall be

considered "Additional Services" as defined in and governed by the provisions of Subsection 1.D. herein.

D. During the term hereof, the PAO may request BTS to perform Business Technology Services that are not specifically described in this Agreement but are related to the Business Technology Services, and/or which exceed the established PAO Service Levels (the "Additional Services"), in which event BTS shall perform such Additional Services either on a time-and-materials basis, at the hourly rate for each of the BTS Personnel assigned to perform such Additional Services, or on a fixed-fee basis, as directed by the PAO, pursuant to a mutually agreeable Scope of Work for such additional services.

E. During the term hereof, BTS shall be the exclusive provider of Business Technology Services to the PAO, and the PAO shall not contract with or secure Business Technology Services from any other party. The PAO reserves the right, in its sole discretion, to obtain other technology services that are not provided for in this Agreement from any source, provided that the PAO shall assume all liability in connection with such technology services, including but not limited to any technology services that prevent BTS from completing its obligations under this Agreement.

F. If agreed to by the PAO in writing, the Parties may substitute Business Technology Services that are described in Exhibit A that are reasonably and substantially equivalent to those Business Technology Services being substituted, and any such substitution shall not result in any adjustment to the Services Fee in Exhibit C BTS Service Fee & Payment Schedule, unless otherwise mutually agreed to by the Parties by written amendment to the Agreement.

G. The Business Technology Services to be performed pursuant to the Agreement shall be performed in Pinellas County at locations specified and mutually agreed to by BTS and the PAO as necessary to perform the Business Technology Services.

2. Term of Agreement/Renewal. The term of this Agreement shall commence as of January 1, 2021 and shall continue in full force in perpetuity or until such time is terminated as provided herein. Services may be adjusted at any time through mutual agreement by BTS and the PAO via amendment to this agreement. Any necessary and mutually agreeable changes to services that require a change in fees, whether lessor or in addition to the fees outlined in last executed version

of Exhibit C, shall be treated as 'Additional Services' until such fee adjustments can be budgeted for and recognized within the BTS and PAO future year adopted budget.

3. Compensation.

A. The PAO shall pay BTS in accordance with Exhibit C BTS Service Fee & Payment Schedule. During the term hereof, as authorized in Section 2, the Services Fee may be modified by mutual written amendment to the Agreement approved by the PAO and the County, through the County Administrator for Services Fee decreases or increases of not more than the sums authorized in Section 2-62(a)(1), Pinellas County Code, and the Board of County Commissioners for all other amendments. Any increase in the Services Fee for Business Technology Services will be provided at the rates as set forth in Exhibit C BTS Service Fee & Payment Schedule herein. BTS shall maintain records of the time and materials incurred in providing Business Technology Services, which will be subject to inspection by the PAO, and BTS shall provide this information semiannually or within fifteen (15) days upon request.

B. All payments shall be made in accordance with the Florida Local Government Prompt Payment Act, Sec. 218.70, et seq., Florida Statutes, upon submittal of an invoice/billing by the County in a form acceptable to the PAO.

C. Notwithstanding the termination of this Agreement as provided in Section 5 herein, any Services Fee earned by the County for Business Technology Services prior to the termination of this Agreement shall be paid by the PAO, as provided in the Agreement.

4. BTS Personnel. The personnel ("BTS Personnel") assigned by the BTS Director to perform the Business Technology Services shall have experience, training, and expertise at least equal to prevalent industry standards applicable to such personnel for the Business Technology Services, and shall have sufficient knowledge of the relevant aspects of the Business Technology Services and the PAO's practices and programs to enable them to properly perform the duties and responsibilities assigned to them in connection with this Agreement. In the event of a breach of its obligations with respect to the minimum proficiency levels of BTS Personnel, BTS shall promptly take one or the other (as reasonably directed by the PAO) of the following actions: (i) reassign any BTS Personnel after receipt of notice from the PAO that such person does not meet the required minimum proficiency levels; or (ii) take appropriate action with respect of any such

person to bring such person's proficiency levels in line with such required minimums at the sole cost of the County.

5. Termination.

A. The failure of either Party to comply with any material provisions of this Agreement shall be considered a breach thereof, and shall be cause for termination of the Agreement thirty (30) days following written notice, provided that the opportunity to cure for nonmonetary defaults to the defaulting Party for up to five (5) days was granted prior to issuing the written notice for termination.

B. Obligations under this Agreement are contingent upon the availability of funds. If funds are not appropriated either by the PAO or BTS for any or all of the Obligations of either Party to this Agreement, the PAO or the BTS respectively, agree to promptly notify the other Party in writing of such failure of appropriation, and upon such notice, this Agreement shall terminate without penalty to either Party.

C. Notwithstanding any provisions to the contrary contained herein, if either Party determines, in its sole discretion, that it would be in its best interest to terminate the Agreement, either Party may do so without cause and without penalty or expense upon ninety (90) days prior written notice to the other Party.

D. After notification of the termination of the Agreement pursuant to this section, in addition to all other legal remedies available to the PAO, and without regard to termination of the Agreement, the PAO reserves the right to obtain from another source any technology services which are not provided within the time specified in the Agreement or, if no time is specified, within a reasonable period from the date of order or request, as determined by the PAO, PAO shall assume all liability in connection with such non-BTS services including but not limited to any services that prevent BTS from completing its obligations under this Agreement.

6. Licenses. Any licenses, agreements and or vendor relationships not specifically stated within this agreement and related Exhibits in support of the PAO are not the responsibility of BTS. All non-BTS provided services such as vendor relationship management, negotiations, procurement activities including related renewals, payables, and terminations are the responsibility of the PAO are to be managed by the PAO. The County shall secure and maintain, at its sole discretion, any and all enterprise licenses to be used in providing the Services where required and applicable

as defined in Exhibit A and or Exhibit B section 2.8 to complete this Agreement. All other licenses shall be secured and maintained by the PAO, and in accordance with the standards, policies and best practices as provided by BTS or within the legal scope of PAO managed entitlements.

7. Records. BTS acknowledges that information and data it manages as part of the services may be public records in accordance with Chapter 119, Florida Statutes and Pinellas County public records policies.
8. Documents Comprising Agreement. The Agreement shall include this Agreement for Business Technology Services as well as the following documents, which are incorporated herein by reference.
  - Exhibit A BTS Service Specifications attached to the Agreement; and
  - Exhibit B PAO BTS Service Levels attached to the Agreement.; and
  - Exhibit C BTS Service Fee and Payment Schedule
  - Exhibit D BTS Global Service Level Agreement
  - Exhibit E: BTS-PAO RACI

If there is a conflict between the terms of this Agreement and the above referenced documents, then the conflict shall be resolved as follows: the terms of this Agreement shall prevail over the other documents, and the terms of the remaining documents shall be given preference in their above listed order.

9. Designated Contact Persons. Each Party hereby designates the person set forth below as its respective prime contact persons. Notices or reports shall be sent to the attention of each Party's contact person by U.S. mail, postage prepaid, to the Parties' addresses as set forth below:

For the County:

Mary Buccigrossi  
Business Technology Services  
400 S. Fort Harrison Avenue  
Clearwater, FL 33756

For the PAO:

Lori Shearer  
Pinellas County Property Appraiser  
PO Box 1957  
Clearwater, FL 33757-1957

10. Liability.

E. Neither Party shall make any express or implied agreements, guaranties, or representations, or incur any debt, in the name of or on behalf of the other Party. Neither the County nor the PAO shall be obligated by or have any liability under any agreements or representations made by the other that are not expressly authorized hereunder. The County shall have no liability or obligation for any damages not caused by the County to any personal or intellectual property, including but not limited to hardware and software, directly or indirectly owned or licensed by the PAO and utilized in the provision of Business Technology Services by the County, and the PAO acknowledges that it has the sole responsibility to insure said property from loss or damage at its sole cost and expense.

F. Notwithstanding any other provision hereof, the County shall not be liable for any loss, damage, or liability to any third parties incurred by the PAO in connection with the Business Technology Services furnished pursuant to this Agreement, whether due to the negligence of the County or BTS, or otherwise. IN NO EVENT WILL THE COUNTY BE LIABLE FOR ANY LOST PROFITS, LOST OR COMPROMISED DATA OR INFORMATION, ANY FORM OF SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES OF ANY KIND (WHETHER OR NOT FORESEEABLE), EVEN IF INFORMED IN ADVANCE OF THE POSSIBILITY OF SUCH DAMAGES. In no event shall the County's liability exceed an amount equal to three (3) months compensation paid by the PAO during the term of this Agreement irrespective of the cause of the loss, damage, or liability. The PAO is solely responsible for its personal and intellectual property, data, information, and materials, including loss, damages, repairs, replacement, Technology Refresh, or upgrades, and is responsible to insure its personal and

intellectual property from any loss or damage from any cause whatsoever as it determines appropriate in its sole discretion.

G. Notwithstanding any other provision of this Agreement, if any claim is asserted, or action or proceeding brought against either Party that alleges that all or any part of any software licensed or owned by that Party and utilized in the provision of the Business Technology Services infringes or misappropriates any United States intellectual property, intangible asset, or other proprietary right, title, or interest (including, without limitation, any copyright or patent or any trade secret right, title, or interest), or violates any other contract, license, grant, or other proprietary right of any third party, the Party receiving notification shall give the other Party prompt written notice thereof. The Party owning or licensing the intellectual property shall defend, and hold the other Party harmless against, any such claim or action, and shall indemnify the other Party against any liability, damages, and costs resulting from such claim. If software becomes the subject of a claim of infringement or misappropriation of a copyright, patent, or trade secret or the violation of any other contractual or proprietary right of any third party, the Party that owns or licenses the software, at its sole discretion, cost and expense, shall select and provide one of the following: (i) promptly replace the software with a compatible, functionally equivalent, non-infringing software; or (ii) promptly procure the right to use the software for the Business Technology Services as intended as provided in this Agreement. In the event the Party fails to secure or replace the software as provided in (i) or (ii) herein within twenty-one (21) calendar days from receipt of the notice of the claim, the other Party may terminate the Agreement upon three (3) days written notice without further expense or cost to the terminating Party; provided, however, the obligations set out herein shall survive the termination of the Agreement pursuant to this provision.

H. Except as otherwise provided in Sections 10.A., B. , and C. herein, each Party shall be fully responsible for the negligence of its respective agents, officers and employees, when such person is acting within the scope of his or her employment, and shall be liable for any damages alleged or claimed to have resulted or arisen from said negligence. Nothing herein is intended to serve as a waiver of sovereign immunity by the PAO or the County, or to extend the liability of the PAO or the County beyond the limits set forth in Section 768.28, Florida Statutes. Nothing herein shall be construed as consent by either Party to be sued by

third parties in any matter arising out of this Agreement. Each Party's liability and obligations to the other shall be limited to those liabilities expressly set forth herein, otherwise each Party shall assume responsibility of costs and expenses incurred by it.

11. Confidential Information. The County shall not disclose to any third party PAO Confidential Information that it has access to or has received from the PAO pursuant to this Agreement, unless approved in writing by the Deputy of Assessment Administration of the PAO. All such PAO Confidential Information shall be held by the County in accordance with applicable Florida law. For the purposes of this Agreement, "PAO Confidential Information" means any PAO information deemed confidential and/or exempt from Section 119.07, Florida Statutes, and Section 24(a), Article I of the Florida Constitution, or other applicable law, or that is designated in writing by the PAO as PAO Confidential Information. The PAO shall provide notification of all confidential/exempt information to BTS.

12. Miscellaneous Provisions.

A. The Parties shall comply with all applicable federal, state and local laws, rules, regulations and guidelines, and secure all required licenses and approvals relating to their respective performance under this Agreement.

B. The County may not assign or transfer its rights or obligations under this Agreement without prior written consent of the PAO.

C. Nothing in this Agreement shall be construed to benefit any person or entity not a Party to this Agreement.

D. In carrying out this Agreement, the Parties shall not exclude from participation in, deny benefits to, or otherwise discriminate against, any person because of race, color, religion, sex, national origin, family status or disability.

E. This Agreement constitutes the entire agreement between the Parties with respect to the Services and supersedes any and all prior agreements, communications, or representations, whether oral or written, with respect thereto.

F. No alteration, change, modification, amendment or waiver to or of this Agreement shall be valid or binding unless in writing and signed by the Parties hereto.

G. Nothing in this Agreement will be construed to create, or be implied to create, any relationship between the PAO and any contractor, subcontractor, supplier of the County,



and at all times the County is and shall remain an independent contractor and not an agent of the PAO.

H. The provisions of Section 10 and 11 shall survive the termination of the term of this Agreement.

I. The terms and conditions of this Agreement shall be deemed to be severable. Consequently, if any clause, term, or condition hereof shall be held to be illegal or void, such determination shall not affect the validity or legality of the remaining terms and conditions, and notwithstanding any such determination, this Agreement shall continue in full force and effect unless the particular clause, term, or condition held to be illegal or void, renders the balance of the Agreement to be impossible of performance.

J. This Agreement shall be construed, interpreted, and governed by the laws of the State of Florida.

(Signature Page Follows)

IN WITNESS WHEREOF the Parties herein have executed this Agreement effective as of the day and year noted above.

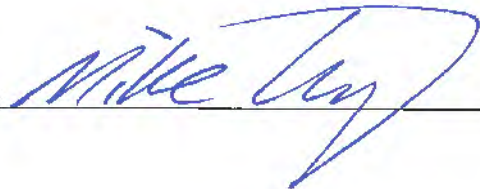
CHIEF INFORMATION OFFICER,  
PINELLAS COUNTY BUSINESS  
TECHNOLOGY SERVICES by and through  
BUSINESS TECHNOLOGY SERVICES  
BOARD.

By: \_\_\_\_\_



PINELLAS COUNTY PROPERTY  
APPRAISER, PROPERTY APPRAISER  
OFFICE.

By: \_\_\_\_\_



**Exhibit A: BTS Custom Service Specifications**

Enterprise Service Specification are by default Cost Allocated via the annual BTS Cost Plan. via the BTS Cost Plan billed through the County’s annual budget process unless otherwise directly billed via terms within a Customer Service Level Agreement. If not specifically listed, items are not included. Additional items may be added via an amendment to agreement.

<b>BTS Service</b>	<b>Description of BTS Service</b>	<b>Cost</b>	<b>PAO Responsibilities</b>
<b>Infrastructure</b>			
UPS	Included in Enterprise Service	Cost Allocated via the annual BTS Cost Plan.	N/A
<b>Network Services &amp; Software Licensing Fees</b>			
Internet Access	Included in Enterprise Service	Cost Allocated via the annual BTS Cost Plan.	N/A
Primary and Secondary WAN Support	Included in Enterprise Service	Cost Allocated via the annual BTS Cost Plan.	N/A
PAO VPN Access	Included in Enterprise Service	Cost Allocated via the annual BTS Cost Plan.	N/A
Security Support	Included in Enterprise Service	Cost Allocated via the annual BTS Cost Plan.	N/A
LAN Support	Included in Enterprise Service	Cost Allocated via the annual BTS Cost Plan.	N/A
Wireless Network Support	Included in Enterprise Service	Cost Allocated via the annual BTS Cost Plan.	N/A
<b>Telecomm Services &amp; Software Licensing Fees</b>			
Desktop Phone Support	Included in Enterprise Service	Cost Allocated via the annual BTS Cost Plan.	N/A
Unified Communications Support	Included in Enterprise Service	Cost Allocated via the annual BTS Cost Plan.	N/A
OpenScape Contact Center Support	Included in Enterprise Service	Cost Allocated via the annual BTS Cost Plan.	N/A
Juniper SSL VPN	Included in Enterprise Service	Cost Allocated via the annual BTS Cost Plan.	N/A
<b>Server</b>			
Server Support	Support the hardware and operating systems for Windows and Linux based servers in physical and virtual format. This will include DNS and DHCP support.	Billed Directly via Custom Service Level Exhibit C.	Current labor estimate based on 90 servers or less. PAO to purchase all hardware and software based on BTS recommendations for all <i>*initial</i> Cap-Ex items and future year growth.

BTS Service	Description of BTS Service	Cost	PAO Responsibilities
			PAO is responsible for all pre-existing agreements in support of PAO infrastructure.  <i>*BTS will plan and budget for future End-of-Life replacement of hardware via BTS CIP.</i>
Virtualization Support	Support and maintain hardware, OS, and VMware infrastructure.	Billed Directly via Custom Service Level Exhibit C.	PAO is responsible for all pre-existing agreements in support of PAO infrastructure.
SAN Support	Support for up to 50TB included in Enterprise Service.	Billed Directly via Custom Service Level Exhibit C.	PAO is responsible for all pre-existing agreements in support of PAO infrastructure.
Backup Support	Manage/monitor day-to-day backups and perform restores, as needed. Offsite backup storage will be handled with a cloud service.  Backup licensing is based on \$1020.72/yr/TB for maintenance. Estimated size is 75TB.	Cost Allocated via the annual BTS Cost Plan.	PAO is responsible for all pre-existing agreements in support of PAO infrastructure.
DR/BC Support	Make recommendations based on PAO DR/BC requirements.	PAO will cover any increase in cost for hardware, software and labor needed.	PAO will define requirements for DR/BC. Small Data Center facility available at PAO offices. PAO is replicating data to Clearwater.
Microsoft O365	Included in Enterprise Service	Cost Allocated via the annual BTS Cost Plan.	N/A
<b>Desktop</b>			
Desktop Support	N/A; Sole responsibility of the PAO.	N/A	PAO will support and fund replacement desktops and laptops, and mobile devices that meet BTS Enterprise Device Management standards.
Endpoint/Mobile Device	AirWatch	Cost Allocated via the annual BTS Cost Plan.	PAO will support in partnership with BTS.
<b>Printers</b>			

<b>BTS Service</b>	<b>Description of BTS Service</b>	<b>Cost</b>	<b>PAO Responsibilities</b>
Office Printer Support	BTS will provide/manage print server(s) VM for print services.	N/A	Support of print services is sole responsibility of the PAO. PAO will fund purchases of printers based on BTS recommendations. PAO will also be responsible for purchasing printer consumables (paper, toner, maintenance kits, etc.)
Scanner Support	N/A; Sole responsibility of the PAO.	N/A	PAO will provide software and hardware maintenance.
Copier Support	Will make technology recommendations for multi-function printers/copiers.  PAO will install and support desktop applications that interact with recommended printers/copiers.	N/A	PAO will fund purchases and maintain purchase contract with 3 <sup>rd</sup> party vendor for ongoing support.
<b>Applications</b>			
Applications Support	N/A; Sole responsibility of the PAO.	N/A	PAO Responsibility
SharePoint Support	N/A; Sole responsibility of the PAO.	N/A	PAO Responsibility
SQL Server Support	N/A; Sole responsibility of the PAO.	N/A	PAO Responsibility
Document Management Support	N/A; Sole responsibility of the PAO.	N/A	PAO Responsibility
Web Site Support	N/A; Sole responsibility of the PAO.	N/A	PAO Responsibility
Data Analytics	N/A; Sole responsibility of the PAO.	N/A	PAO Responsibility
<b>Management &amp; Administration</b>			
Public Records Request (Email Only)	Assist PAO with being most responsive to a request concerning Public Records. Retrieve email per request and provide to PAO Public Records Liaison according to Pinellas County Public Records Policy.	Included; No Cost Allocation or Direct Bill	Collect request and forward to BTS Public Records Liaison.

<b>BTS Service</b>	<b>Description of BTS Service</b>	<b>Cost</b>	<b>PAO Responsibilities</b>
Technology Purchasing	Provide technology recommendations.	Included; No Cost Allocation or Direct Bill	PAO will leverage its own purchasing processes with input from BTS.
Relationship Management	Provide a named liaison between BTS and PAO.	Included; No Cost Allocation or Direct Bill	PAO to provide a named liaison between PAO and BTS.
<b>Security</b>			
Intrusion Detection	Included in Enterprise Service	Cost Allocated via the annual BTS Cost Plan.	N/A
Security Scan	Included in Enterprise Service	Cost Allocated via the annual BTS Cost Plan.	N/A
Security vulnerability patch Management and mitigation	BTS will be responsible for all server	Cost Allocated via the annual BTS Cost Plan.	PAO will be responsible for all desktop
Security Support	Included in Enterprise Service	Cost Allocated via the annual BTS Cost Plan.	N/A
Incident Response and Remediation	Included in Enterprise Service	Cost Allocated via the annual BTS Cost Plan.	N/A
Security Awareness Training (SAT)	Included in Enterprise Service	Cost Allocated via the annual BTS Cost Plan.	N/A
Phish Testing	Included in Enterprise Service	Cost Allocated via the annual BTS Cost Plan.	N/A
<b>Identity and Access Management</b>			
Active Directory (AD) Management	BTS will support GPOs for Servers, and All Domain Controller server management.	Cost Allocated via the annual BTS Cost Plan.	PAO will handle all aspects of their AD including user and group creation and maintenance, except Server GPO.
Identity Management	BTS will support and manage all backend aspects of the PAO Identity Management and SSO.	Cost Allocated via the annual BTS Cost Plan.	PAO will handle the frontend Identity create and management of users.



## **Exhibit B: Service Levels**

for

## **Property Appraisers Office**

to be provided by

## **Business Technology Services Department**

# PAO Custom Service Levels

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## 1.0 Document Control

Document Name:	PAO Service Levels
Document version:	v.6.0
Document status:	Final
Document management :	Business Technology Services (BTS)



## 2.0 Revision History

Version	Date	Author	Change Description
Draft v1.0			

*If reviewing a printed copy of this document, there may be a more current electronic version available*

## 3.0 Service Levels and Document Owners: Approvals

The following Customer(s) and BTS signatories are considered the owners of this Service Levels document. They are the primary stakeholders and are responsible for internal review by their own teams and final approval of this document.

Organization	Representative	Approval Signature	Date
PAO	Mike Twitty		1/11/2021
BTS	Jeff Rohrs		1/11/2021

# PAO Custom Service Levels

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## 4.0 Service Levels Overview

The goal of this document is to establish provisions between the Property Appraiser Office(PAO) and Business Technology Services (BTS) to provide technology services for the PAO organization.

The document ensures that the proper elements and commitments are in place to meet the goal by outlining services covered and responsibilities of participants as they are mutually understood by the primary stakeholders.

The document remains valid until superseded by a revision mutually endorsed by the stakeholders.

## 5.0 Periodic Reviews

Reviews of this document will be performed on an annual basis.

Any party represented in this document may request a review at any time prior to scheduled reviews.

The BTS Business Relationship Manager is responsible for facilitating regular reviews of this document. Once revisions are incorporated, the annual review cycle will reset based on the new effective date.

This document will be electronically accessible by all stakeholders.

<b>Review Period:</b>	Annually and/or periodically as needed
<b>Previous Review Date:</b>	
<b>Next Review Date:</b>	12 months from signature date
<b>Document Location:</b>	BTS SharePoint site



# PAO Custom Service Levels

## 6.0 General Framework

This document covers multiple Services provided by BTS to the PAO as well as how BTS will support PAO 'vertical Services' (technology services exclusive to PAO business).

Generally, PAO staff will provide management and support of items defined as Vertical Services, including such things as equipment funding, vendor management, technology licensing agreements and maintenance contracts. While activities in the PAO verticals and technology service areas will generally be discreet to PAO and BTS staff members, there will be times it is advantageous for either party to work in the other's area of responsibility, under the direct guidance of the other party. Those conditions are described in the Customer and BTS Responsibilities below.

<b>User Base Description:</b>	PAO staff
<b>Number of End Users:</b>	Not to exceed 135
<b>Production On-peak hours:</b>	7:00:AM -6:00 PM M-F
<b>Production Maintenance Window:</b>	Enterprise components fall under the Enterprise Maintenance window, 3:00 – 7:00 PM every Sunday. Vertical Service components will be negotiated as needed

*Enterprise Window is not used every Sunday, but as needed, announced a week or more in advance*

# PAO Custom Service Levels

## 7.0 Responsibilities

### Customer Responsibilities (PAO)

Report all Incidents (broke/fix) via the BTS Operations Center (BTSOC)
Report concerns with Incident prioritization or resolution to BTSOC supervision
Provide physical access for BTS employees to PAO offices as required to support operation
Occasionally, and only upon direct request, assist BTS with situations where a physical presence is required to observe or manipulate BTS managed hardware located at the PAO offices, following specific instructions provided by BTS at the time of the request
Submit Requests for new BTS provided services and equipment in conjunction with the BTS Business Relationship Manager as part of broader planning activities, thus providing adequate lead time for approval, funding, acquisition and installation.
Business Continuity plan to bridge unexpected/uncontrollable interruptions of service
Advise BTS if there are business changes that would substantively increase capacity needs, i.e. new user groups, larger data, more data, etc.
Comply with Pinellas County Security Policy and Best Practices

### BTS Responsibilities

Provide 24 x 7 x 365 BTS Operations Center (BTSOC) support for Priority 1 Incidents. For lower priority Incidents and Requests, provide support M-F, 7AM-5PM
Resolve Incident prioritization or resolution concerns that have been reported to BTSOC supervision, either directly or through BTS management escalation when required.
Provide infrastructure management, including; <ul style="list-style-type: none"><li>• Maintain the infrastructure to current supported configurations</li><li>• Monitor performance of the infrastructure; recommending or taking corrective actions</li><li>• Monitoring of capacity; recommending or taking corrective actions</li><li>• Monitoring of hardware lifecycles; recommending or taking corrective actions</li></ul>
Provide Security Management and Best Practices
Provide resources for the agreed upon number of hours at the agreed skill level. BTS will rotate staffers on a periodic basis to reduce the risk of single points of failure and to provide skills development should additional resources be needed.

# PAO Custom Service Levels

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## 8.0 Service Management

Refer to the BTS Global Service Level Agreement for operational service levels and expectations.

The following are specific and additional items to be provided over and above the BTS Global SLA:

<b>Provider</b>	<b>Report</b>	<b>Interval</b>	<b>Recipient</b>	<b>Responsible</b>
BTS	Availability Report	Monthly or as available or requested.	Lori Shearer Mike Twitty	BTS Service Management
BTS	Hours consumed by task type	Bi-Monthly or as available or requested.	Lori Shearer Mike Twitty	BTS BRM

## Exhibit C BTS Service Payment Schedule and Labor Rates

In accordance with the Custom Service Level Agreement (CLSA), The following schedule is based on services listed in Exhibit A. All fees are intended to fully offset labor and expenses in support of the PAO. Unless otherwise engaged for additional services approved by the customer and BTS and charged above and beyond the below fees, these fees will hold until BTS incurs additional cost to be passed on to the PAO. Any increases to the following schedule will occur within preparation of the next fiscal year budget of the Customer and BTS.

<i>Intergovernmental Services</i>	<i>Cost</i>	<i>QTY</i>	<i>Total Service Fee</i>
<b>*Operating</b>			
<b>Compute and Storage Software &amp; Licensing Fees</b>			
Amazon S3	\$ 368.64	61	\$ 22,487.04
Rubrik	\$ 524.00	61	\$ 31,964.00
Vmware	\$ 500.00	4	\$ 2,000.00
SAN	\$ 100.00	61	\$ 6,100.00
Redhat DC	\$ 3,000.00	0	\$ -
Windows DC	\$ 87.50	72	\$ 6,300.00
Cisco (UCS and FI)	\$ 300.00	2	\$ 600.00
<b>Operating Total</b>			<b>\$ 69,451.04</b>
<b>**Labor</b>			
Full Time equivalent staff 'Solutions Architect' E27 fully loaded annual salary	\$149,500.00	1	\$ 149,500.00
<b>Service Fee Annual Total</b>			<b>\$ 218,951.04</b>

*\*Operating quantities and rates to be assessed and adjusted (if necessary) annually to ensure rate is adequate to cover the cost of services rendered to the PAO.*

*\*\*Labor rate to be assessed annually to ensure rate is adequate to cover the cost of BTS staff assigned with any % increases not to exceed BTS BCC approved adopted budget inclusive of Market and Cost of Living Adjustments, and Benefits.*

### BTS Labor Rate Chart

The following rates are to be used as a reference when assessing Additional Service Fees. Fully loaded (actual) hourly rates will be charged for specific BTS staff assignment to Additional Services. Additional Service hours and rates will be fully disclosed and accepted by both the PAO and BTS prior to engaging in additional services in accordance as defined in Section 1.C and 1.D in the Agreement.

Position Pay Class	Pay Grade	Min Rate	Midpoint Rate	Max Rate
Application Analyst	E22	\$ 38.53	\$ 50.09	\$ 61.66
Application Analyst, Sr.	E24	\$ 42.08	\$ 54.70	\$ 67.33
Application Developer	E24	\$ 42.08	\$ 54.70	\$ 67.33
Application Developer, Sr.	E26	\$ 45.96	\$ 59.74	\$ 73.53
BTS Chief Technology Officer	E32	\$ 59.84	\$ 77.79	\$ 95.75
Business Intelligence Analyst	E24	\$ 42.08	\$ 54.70	\$ 67.33
Chief Information Officer, BTS	E40	\$ 85.10	\$ 110.63	\$ 136.16
Database Administrator	E24	\$ 42.08	\$ 54.70	\$ 67.33
Database Developer	E26	\$ 45.96	\$ 59.74	\$ 73.53
Business Intelligence Developer	E26	\$ 45.96	\$ 59.74	\$ 73.53
Director 2	E32	\$ 59.84	\$ 77.79	\$ 95.75
Endpoint Analyst	E20	\$ 35.28	\$ 45.88	\$ 56.46
Endpoint Specialist	E18	\$ 32.32	\$ 42.00	\$ 51.70
Enterprise Architect	E28	\$ 50.18	\$ 65.23	\$ 80.30
Executive Assistant 2	E15	\$ 28.31	\$ 36.82	\$ 45.31
Management Analyst	E19	\$ 33.76	\$ 43.90	\$ 54.03
Management Analyst, Sr.	E22	\$ 38.53	\$ 50.09	\$ 61.66
Manager, Information Technology	E29	\$ 52.44	\$ 68.17	\$ 83.90
Network/Telecomm Administrator	E20	\$ 35.28	\$ 45.88	\$ 56.46
Network/Telecomm Analyst	E22	\$ 38.53	\$ 50.09	\$ 61.66
Network/Telecomm Engineer	E24	\$ 42.08	\$ 54.70	\$ 67.33
Network/Telecomm Field Technician	E18	\$ 32.32	\$ 42.00	\$ 51.70
Operations Center Specialist 1	E17	\$ 30.93	\$ 40.20	\$ 49.48
Operations Center Specialist 2	E18	\$ 32.32	\$ 42.00	\$ 51.70
Program Coordinator, BTS-OTI	E24	\$ 42.08	\$ 54.70	\$ 67.33
Program Manager, BTS-OTI	E26	\$ 45.96	\$ 59.74	\$ 73.53
QA Analyst	E20	\$ 35.28	\$ 45.88	\$ 56.46
QA Associate	E18	\$ 32.32	\$ 42.00	\$ 51.70
Security Analyst	E22	\$ 38.53	\$ 50.09	\$ 61.66
Security Analyst, Sr.	E24	\$ 42.08	\$ 54.70	\$ 67.33
Security Engineer	E26	\$ 45.96	\$ 59.74	\$ 73.53
Solutions Architect	E27	\$ 48.02	\$ 62.43	\$ 76.84
System Administrator	E20	\$ 35.28	\$ 45.88	\$ 56.46
System Analyst	E22	\$ 38.53	\$ 50.09	\$ 61.66

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# Business Technology Services (BTS) Global Service Level Agreement

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Jeff Rohrs, Chief Information Officer

Executive Leadership Team

Belinda Huggins, Director - Application Services

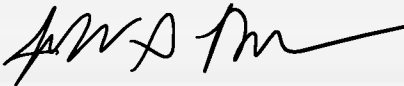
Scott Davis, Director - Infrastructure Services

Scott Butler, Manager – Cybersecurity

Greg Carro, Manager – Finance

Lynda Morrill, Manager - Project Governance

## Revision History

DATE	CHANGE	AUTHOR	REVISION
7/28/2020	Base Global SLA Phase 1	Fred Tucker	1.0
8/27/2020		Jeff Rohrs, CIO Business Technology Services	

## Service Level Agreement (SLA) and Document Owners; Approvals

The BTS Chief Information Officer is the signatory for this document. The Financial and Service Management Manager is responsible for internal review by the BTS ELT and their own teams to support final approval of this document.

### Objective

This agreement applies to the warranties and commitments related to all applications, services, and sub services provided by BTS that do not have superseding agreements. These applications, services, and sub services are referred to hereafter as: “the service”, and the usage of The Service. The objective of this document is to define clearly the responsibility and commitment between BTS and Customer Divisions for the services delivered.

### Scope

The scope of this agreement is all the conditions concerning the service, the service levels and the restrictions as described in the remainder of this document. This service level agreement documents the commitment made by BTS for the provision of all services to Customer Divisions.

It is important that the Customer notifies their BTS Business Relationship Manager of any business plans that may affect their long-term computing or communications equipment requirements. Failure to notify BTS of workload variations may result in severe service degradation which could ultimately lead to invalidation of this agreement.

All BTS Customers will fall under the warranties and commitments of the BTS Global SLA unless specific warranties or commitments are superseded in a service or customer specific Custom Service Level Agreement.

## **Audience**

Parties to this agreement are Pinellas County Business Technology Services (BTS), referred to hereafter as: the service provider or BTS, and any county or state agency consuming any form of IT services provided by BTS without a superseding agreement referred to hereafter: the customer. Customers include the constitutional officers designated in the BTS Interlocal Agreement.

## **General responsibilities of parties**

The service provider is responsible for the proper operation of the environment of the service. The service includes: maintaining the general availability and performance of the system, the integrity of the data, the timely accessibility of new data, supplying end user support, and the implementation of changes.

The customer is responsible for the proper use of the service environment. This means that users comply to the agreements and procedures in this Service Level Agreement (SLA) and other documents related to the service. More details can be found in the Customer Responsibilities Section of this SLA.

## **1 Description**

### **1.1 Global Service Level Agreement (SLA)**

The Global SLA provides an overview of the process disciplines and general support used daily to maintain IT Services consumed by Pinellas County Organizations and Citizens. The purpose of the Global SLA is for the Customer to gain an understanding of the level of service provided for all IT Services and the responsibility between the Customer, Pinellas County Organizations, and the service provider, Business Technology Services (BTS). Any customer based or service based specific support requirements differing from or falls outside of the Global SLA will be detailed in a separate customer, application, or service-based Custom SLA. Differences recognized in a Custom SLA take precedence over the information stated in the Global SLA.



## 2 Service Levels

### 2.1 Service Hours

Enterprise services are available 24 hours a day, 7 days a week except for planned maintenance, unplanned/emergency maintenance, or unplanned disruptions described in the remainder of this document. All other production services are available **Monday – Friday 7:00 am – 5:00 pm excluding Pinellas County observed holidays** unless detailed in a superseding service or customer specific Service Level Agreement.

### 2.2 Support Hours

The BTS Operation Center (OC) hours of operation are Monday – Friday 7:00 am – 5:00 pm excluding Pinellas County observed holidays. Reporting an Incident or requesting service should be routed through the BTS Operation Center (OC) at 727-453-HELP (4357). At any time, a request or Incident can be opened via the [Employee Self Service Portal](#). If after hours, self service requests will be addressed the next business day. Incidents are recorded by the OC when contacted or entered via the Employee Self Service Portal.

The OC should always be called at 727-453-HELP (4357) for emergency or “system down” conditions and not solely communicated by other means such as email. This ensures that the highest priority handling process is activated.

Incidents that cannot be resolved quickly by the OC will be escalated to specialist technical support groups.

### 2.3 After Hours Support

After hours calls to the BTS Operation Center (OC) at 727-453-HELP (4357) will be forwarded to an answering service weekdays (Monday through Friday, 5:00 PM to 7:00 AM), weekends (from Friday at 5:00 PM until Monday at 7:00 AM), and all Pinellas County observed holidays. The answering service will record a caller’s information (Name, Contact #, Department or Agency) and engage the BTS emergency on-call support staff associated with the application or system the caller is reporting.

Emergency after hours technical support is available for county employees experiencing technical issues of a critical nature. This includes business critical functions impacting multiple employees, multiple systems, or public safety. All non-emergency technical and business inquiries such as assistance with VPN, password resets, navigating websites, single user printing issues, single user desktop, and phone and application issues connectivity will be processed during normal business hours.

## **2.4 Incident Management**

### **2.4.1 Incident Definition**

An Incident is an unplanned interruption to an IT Service, the reduction in the quality of an IT service, or the failure of a component of a service. Failure of a configuration item that has not yet affected service is also an Incident — for example, failure of one disk from a mirror set. The objective of Incident Management is to restore normal service operation as quickly as possible and minimize the adverse impact on business operations. *Normal service operation* is defined here as service operation within Service Level Agreement (SLA) limits. In the absence of a specific SLA a reasonable expected level of functionality and performance can be assumed with discrepancies in this area leading to the creation of a specific SLA. Incident Priority definitions drive Service Level Targets (SLT).

## **2.5 Incident Prioritization**

### **2.5.1 General Considerations**

In order to manage Incidents, a priority is assigned to every record opened. Priority is defined as a function of the impact on the business and the urgency for a resolution. The Service Level Management process is responsible for defining urgency through negotiated Service Level Agreements (SLAs).

The priority assigned to a record, specifically, the effort required for the resolution of an Incident, depends upon the impact on the business: size, scope and complexity; the urgency to the business: time dependent financial impact (loss); the size, scope and complexity of the Incident; the resource availability for coping in the meantime and for correcting the fault; the expected effort in resolving or completing a task.

### **2.5.2 Priority**

Priority attention will be given to incidents until the impact can be evaluated. Service down conditions will automatically be given highest priority over workstation or other support activities. Services supporting enterprise wide functions and the public will be given priority over departmental services. When assigning priorities, discretion and common sense will be applied to accommodate exceptional circumstances. Priorities, unless reassessed and changed, will be given the following default values.

**Priority 1** – An unplanned interruption impacting an enterprise, business critical, or public safety system; or affecting multiple users attempting to perform a time sensitive function.

A Priority 1 Incident condition is valid when a production system/application has been rendered inoperable or business users are unable to use the system/application to support routine, time sensitive business functions. Examples include local area network (LAN) down, Enterprise function inoperative, server down impacting a service, department or workgroup out of service.

**Priority 2** – A production system/application where service has been degraded (the system is not down) or other symptoms impacting normal operation. Multiple Users of a non-critical system or a single user completely “down”. This may also be defined as a system/application that is operating but with severe restriction (for example, performance is unacceptably slow), or affects a time sensitive function. Examples include workgroup function inoperative, very slow system response time, vital document is lost or corrupted.

**Priority 3** - The “normal” or “default” priority for Incidents that have a lower impact than those prioritized 1 and 2. These include single user events, non-critical systems, enabling or support systems, or single features. Priority 3 incidents will be responded to on a first in / first out basis within their respective queues. Examples include document printing incorrectly, individual e-mail account inoperative, PC UPS beeping, single user unable to open email attachment.

**Priority 4** – A production system/application Incident isolated to a few people, performing non-critical tasks and an alternative workaround exists. The majority of the functions are still usable. Examples include disk & file space, unable to remote into user’s PC.

**Priority 5** – is given to planned Incidents. No users are impacted, or impacted users have indicated that there is no urgency. These Incidents may be for internal IT components (server iLo).

### 2.5.3 Impact

Impact is a measure of business criticality caused by an Incident equal to the extent to which agreed Service Level Agreements (SLAs) can be degraded. The number of systems or users affected measures the scope of service degradation. Generally, impact is differentiated by relative scope:

- 1 - High: Enterprise, department, floor, branch or Line of Business (LOB)
- 2 - Medium: A small group of users
- 3 - Low: A single user

However, impact can also be altered by VIP status, which is based on organizational hierarchy (e.g. executives, managing directors, etc.) or particular user needs (i.e. specific users who justify immediate or special attention). In the case of users with VIP status, impact is assigned as follows:

- 1 - High: A group of users with VIP status
- 2 - Medium: A single user with VIP status

### 2.5.4 Urgency

Since a high-impact Incident does not by default, have to be solved immediately, it is not necessarily a high priority Incident. Urgency provides a second measure of business criticality, which indicates the necessary speed of resolving an Incident of a certain impact.

Whereas impact is defined by scope, urgency is defined by time. It is determined by the criticality for a resolution, as measured in the financial impact of a particular service's downtime. By comparison, for the same period of downtime, a core business service will cost the business more than a support service. Therefore, urgency is also relatively differentiated:

- 1- High: Core Business Service – an activity that has a direct financial impact on the business organization (e.g. core applications)
- 2 - Medium: Support Service – an activity that directly supports the execution of a core business service (e.g. printing services)
- 3 - Low: Non-urgent Service – an activity that supports a core business service, but is not time sensitive (e.g. Word, Excel)

### 2.5.5 Expected Effort

The priority alone does not determine the order at which an Incident is completed. It is possible to have a very low priority Incident addressed before higher prioritized ones due to the relative ease to of the resolution and implementation.

Example: One user unable to access an application (who previously was able to). One user who has lost access due to a technical fault (not a lost password), which is an Incident with a low impact and a high-medium urgency, can be resolved with minimal effort; therefore, it should be addressed immediately.

### 2.5.6 Prioritization Calculation Matrix

		Impact		
		1 - High	2 - Medium	3 - Low
Urgency	1 - High	1 - Critical	2- High	3 Moderate
	2 - Medium	2- High	3 Moderate	4 - Low
	3 - Low	3 Moderate	4 - Low	5 - Planning

### 2.5.7 Response and Resolution Times

Response time is the time that elapses between initial identification of the Incident to the Operations Center and the time to start working the Incident

- Setting up an appointment time if applicable (setting the expectation for the user)
- Trouble shooting or obtaining additional information

The response is initiated by the support group / analyst that will be resolving the incident.

Resolution time is the time that elapses from the initial identification until the service is restored. Service may be restored either by an acceptable (to both customer and BTS) workaround or a permanent solution.

Priority	Target Response Time		Target Resolution Time*	
	During OC Hours	After OC Hours	During OC Hours	After OC Hours
1	15 Minutes	1 hour	4 Hours	4 hours
2	1 Hour	Next Business Day	One Business Day	NA unless Pri 1 at OOB
3	4 Hours	Next Business Day	2 Business Days	NA unless Pri 1 at OOB
4	One Business Day	Next Business Day	5 Business Days	NA
5	One Business Day	Next Business Day	As agreed, in next release, etc.	NA

The above response and resolution times pertain to basic levels of service outlined in the Global SLA. Individually negotiated Service Level Agreements (SLAs) with Customers / Lines of Business may take precedence.

\* Targets are the level or benchmark BTS aims to achieve and only become valuable when achieving them is a challenge. Targets need to be immediately relevant, provide an actionable value, and align with business objectives to maintain value of service. By stating targets, it is not a guarantee that every Incident will be responded to or resolved at or under the target. The values are typically consumed via the arithmetic mean over an appropriate time frame (monthly, quarterly) with outliers providing an additional perspective into service levels or unique events. In many cases a third party is responsible for the support of a service where the contract between BTS or the customer and a third party does not specify resolution or response times. Often, third parties providing supporting services that enable BTS to deliver a service to a customer only include response or acknowledgement times based on their interpretation of priority. In these cases, where BTS is unable to positively influence resolution times, the values will still be recorded. When possible, these Underpinning Contracts will be aligned with the customer-facing Service Level Agreements.

## 2.6 Scheduled Maintenance

Planned maintenance and service interruptions can be viewed on the [Change Calendar](#) SharePoint site prior to calling.

The Enterprise Maintenance Window is every Sunday from 6:00 pm – 10:00 pm. It was established to provide an appropriate timeframe for routine maintenance and changes that would otherwise be impactful to customers. A service may have additional maintenance windows defined that support the highest levels of availability while providing a mechanism to keep the service optimized.

## 2.7 Unscheduled Maintenance

In the event of unscheduled maintenance, BTS will take reasonable actions to ensure the least impact possible to business hours and reasonable actions taken to notify impacted customer divisions. Unscheduled maintenance can occur in order to protect the Enterprise network and associated systems from imminent and severe harm or damage such as a security patch or a critical system fault.

## 2.8 Availability

In general, availability calculations differentiate between planned and unplanned downtime. Downtime for maintenance will be negotiated with the customer when reasonably possible (an active security breach would be an exception). Where only component availability can be measured, application or service availability will be derived from Priority 1 Incident time to resolve measures.

## 2.9 Communication

Communication is key to quick successful incident resolution. BTS uses the methods below to communicate with the customer:

- a. Self Service Portal where customers can check the status of Incidents, they have opened
- b. In the case of priority 1 Incidents, emails on Incident status and resolution will be sent to known affected customers from the BTS Operations Center
- c. Prior to closing an Incident, a BTS Technician will make reasonable attempts to personally contact the affected party to ensure their issue has been resolved.
- d. The BTS Operation Center is available to answer any questions regarding the status of an Incident

The BTS Operation Center is available to all users and is the first point of contact for any questions or issues. The BTS Operation Center aids with all aspects of the IT services either directly or via specialists. The BTS Operation Center will ensure that the appropriate escalation procedures will be invoked should a satisfactory response or resolution to an Incident not be attained within the defined period of time.

## **2.10 Resource Management**

BTS will ensure that adequate resources are available to service this agreement and will monitor the usage of resources. It is the responsibility of the Customer to specify future requirements of the service, i.e., significant increases or decreases in service requirements, so that capacity planning can provide the most efficient and effective service to the Customer within satisfactory timescales.

Specific application or service level agreements will be required when anticipated growth of new applications requires consideration of transaction rates, transaction throughput rates and maximum number of users or concurrent connections must be identified for normal workload expectation.

# **3 Customer Responsibilities**

## **3.1 Open Communication**

BTS wants customers to partner in finding an agreeable resolution to any situation. Maintaining a positive connection by sharing information, open communication and remaining accountable, are critical aspects for both BTS and our customers.

## **3.2 Customer Responsibilities**

- a. Report all Incidents via the BTS Operations Center or Self-Service Portal.
- b. Provide as much detail as possible into the symptoms of the issue. Including your name, contact information, and timeframe for when you are available to work on the Incident.
- c. Customers with their own department or agency IT staff are required to troubleshoot issues to help aid BTS in resolving those issues prior to submitting a Service Desk ticket. The Service Desk ticket should contain the troubleshooting steps that the customer's IT staff has taken, including screenshots of the issue, where applicable. The BTS Knowledgebase contains a collection of frequently asked questions, detailed procedures and tutorials.
- d. The customer will be expected to work with BTS in a timely manner and make themselves and/or their equipment available for troubleshooting.



- e. Request and schedule special services well in advance. For example, employee onboarding or hardware installation.
- f. Report concerns with Incident prioritization or resolution to the BTS Operations Center Manager.
- g. Provide physical access for BTS employees to customer offices as required to support operations.
- h. Occasionally, and only upon direct request, assist BTS with situations where a physical presence is required to observe or manipulate BTS managed hardware located at customer offices, following specific instructions provided by BTS at the time of the request.
- i. Submit Requests for new BTS provided services and equipment in conjunction with the BTS Business Relationship Manager as part of broader planning activities, thus providing adequate lead time for approval, funding, acquisition, and installation.
- j. Create a Business Continuity plan to bridge unexpected/uncontrollable interruptions of service.
- k. Advise BTS if there are business changes that would substantively increase capacity needs, i.e., new user groups, larger data, more data, special events, etc.

## **4 Changes, Enhancements**

### **4.1 Changes**

A change is considered the addition, modification, or removal of anything that could influence IT services. In order to deliver change faster at optimum cost and minimized risk, release management practices will be utilized where appropriate. This includes planning, build/test, deployment, and post-implementation review activities. All changes and releases made to services will adhere to the BTS Change Management policy.

Where appropriate, change windows can be established for a service or sub-service to facilitate more effective change and release management. Change windows are regular, agreed times when changes or releases may be implemented with minimal impact on services. These windows would be typically documented within a given service's SLA.

A blackout window is a defined timeframe where planned changes and releases should be avoided, restricted, and/or prohibited. Blackout windows can be established on an as-needed basis for services.

## **5 Security**

### **5.1 Pinellas County Information Security Policy**

BTS to provide a Pinellas County Security Policy. Customer departments and agencies are responsible for adhering to the Pinellas County Information Security Policy as it applies to Pinellas County systems, networks and data. The Pinellas County Security Policy can be found at the following locations or available upon request.

<https://pinellasgov.sharepoint.com/sites/BTS/securityawareness/SitePages/Home.aspx>

## **6 Pinellas County Administrative**

### **6.1 Pinellas County Administrative Directives**

All County policies and procedures must be complied with by all County employees and can be found at the following location:

<http://intraweb.co.pinellas.fl.us/directives/>

All agency-specific policies and procedures relevant to the agency or agencies involved must also be complied with. Repository locations of documentation may vary by agency.

## **7 Changes to the BTS Global SLA**

### **7.1 BTS Internal Procedure**

A change to the SLA can result in changes to the IT infrastructure and vice versa. Therefore, a change to the SLA or IT infrastructure must be authorized through standard change procedures (CAB authorization). During the SLA period there will be several SLA reviews. The purpose of these reviews is to see if Service Levels are met and, if not, to take necessary measures to stay in line with the SLA. In case the outcome of a review shows that certain thresholds are passed, the SLA can also be changed and discussed as stated above.

### **7.1.1 Minor changes to the SLA**

Minor changes are changes made to the service or service levels that do not directly lead to SLA review and renegotiation. A minor change is recorded in the addendum list to be attached to this document.

### **7.1.2 SLA Reviews**

The SLA is reviewed regularly based on service level reporting, and customer board meetings, and meetings between the customer and BTS BRM. The outcome of these reviews may result in renegotiation and/or changing of the SLA, and once a year, in prolongation or even termination of the SLA.

Service Level Agreements (SLA) will be reviewed on an annual basis. Customers may request a review at any time prior to scheduled reviews by contacting their Business Relationship Manager (BRM). The BTS BRM is responsible for facilitating regular reviews of this document. As a result of the reviews, Service Improvement Programs will be implemented as needed. Once revisions are incorporated, the annual review cycle will reset based on the new effective date.

## **7.2 Custom SLA's**

Custom SLA's will be developed for all requested services over and above services included under the BTS Global SLA. Custom SLA's will be executed within the appropriate signing authority for Pinellas County and the respective equivalent Customer authority.

### **7.2.1 BTS Internal Process**

Custom SLA's will be reviewed according to the terms agreed to within the Custom SLA and within the basis of service level reporting, and or customer board meetings, and or meetings between the customer and BTS BRM. The outcome of these reviews may result in renegotiation and/or changing of the Custom SLA, and once a year, in prolongation or even termination of the Custom SLA.

## 8 Definitions/Glossary

<b>Availability</b>	The totality of interruption-free parts of the opening hours in which the customer can make use of the system.
<b>CAB</b>	Change Advisory Board, i.e. A representative group of people who are responsible for assessing, from both a business and a technical viewpoint, all rfcs. They advise on the priorities of rfcs and propose allocations of resources to implement those changes.
<b>Change Management</b>	The process of controlling and managing requests to effect changes to the IT Infrastructure or any aspect of IT services, and of controlling and managing the implementation of those changes that are subsequently given approval.
<b>Interruption</b>	A continuous period during opening hours in which the service or a service component is not available
<b>Service</b>	An IT service, i.e.: a compound of IT facilities, applications and/or supporting processes delivered by an IT service organization
<b>Service Level</b>	The level of quality at which an IT service aspect is delivered
<b>Service Level Management</b>	The process that manages IT service provision in a business-wise manner by means of SLAs
<b>SLA</b>	Service level agreement
<b>SLA Period</b>	The period during which the SLA is valid or running
<b>SLA Review</b>	Evaluation of the actual service levels provided against the service level targets as described in the SLA, but in particular the perceived service quality as expected from these targets
<b>System</b>	Either an information system or computer system. A computer system can be part of an information system. A system can be part of a service
<b>Underpinning Contract</b>	A contract between an IT service provider and a third party. The third party provides supporting services that enable the service provider to deliver a service to a customer.

## 9 Software Licensing

### 9.1 Software Licensing

It is the policy of Business Technology Services (BTS) to respect and adhere to all computer software copyrights and to adhere to the terms and conditions of all software licenses. It is also the policy of BTS to manage its software assets and to ensure that it deploys and uses only legal software on its PCs (including portables) and servers. All the departments and agencies that BTS supports must appropriately budget for the full cost of their license requirements. BTS will assist the departments with the acquisition of software by obtaining quotes from vendors upon request. All software requests would come in via the BTS Operations Center. Once the software is purchased, the customer will provide BTS with the appropriate proof-of-purchase for BTS to deploy the software to the users. BTS will not be responsible nor install software that is not properly licensed. Whenever possible the software will be installed using BTS authorized deployment tools. If for some reason the deployment tool is not able to deploy the software, the customer must coordinate with the BTS Operations Center in order to have the software installed on the user's workstation. In order to maintain proper record keeping, proof-of-purchase documentation, license keys, software media, and any other related materials will be documented and stored in the BTS Definitive Media Library (DML) following existing procedures.

# Exhibit E: BTS-PAO RACI

This exhibit will serve as a reference to the signing Appointing Authorities, and support staff, in suppliment to Exhibit A & B with intention to detail and assign levels of responsibility in service to this Custom Service Level Agreement between the two parties.

	BTS Server	BTS Desktop	PAO	Notes
<b>Physical Infrastrucuture</b>				
UCS Servers (mgmt, updates, etc.)	RA		CI	
SAN (mgmt, updates, etc.)	RA		CI	
Network Switches and Infrastructure	RA		CI	
DNS Service	CI		RA	
DHCP Service	CI		RA	
<b>Desktop</b>				
Desktop maintinace and replacements		CI	RA	
Desktop Management		CI	RA	
Desktop application installation and management		CI	RA	
Desktop Antivirus		CI	RA	Needs more discussion about a conversion from Trend
Desktop Imaging		CI	RA	
Desktop Security and Remediation		CI	RA	
<b>Virtual</b>				
Vcenter Management	RA		CI	
Vcenter updates	RA		CI	
VM server OS updates	RA		CI	
New VM builds	RA		CI	
Server Antivirus	RA		CI	Convert from Trend
Server monitoring, alarming and alerting	RA		CI	
Security Scans	RA		CI	
Security Remediation	RA		CI	
Monitoring	RA		CI	
<b>Active Directory</b>				
User creation and management	CI		RA	
Group creation and management	CI		RA	
Desktop GPO Management		CI	RA	
Server GPO Management	RA		CI	
WINS Service	CI		RA	
<b>Backup</b>				
Server backups	RA		CI	Will need to coordinate a different start time due to data work (Curt's VMs). File shares, etc can back up at the same time.
<b>Procurement - Licensing, Support, &amp; Hardware</b>				
VMWare licenses	RA		CI	
Windows Licenses	RA		CI	
UCS Server Hardware EOL Replacement	RA		CI	
UCS and SAN Vender Support	RA		CI	
AV Endpoint Protection (O365 EA)	RA	CI	CI	
<b>Application Support</b>				
Database management and support	CI		RA	
Website	CI		RA	

<b>Oracle DBs</b>	<b>CI</b>		<b>RA</b>	
<b>Application management and support</b>	<b>CI</b>		<b>RA</b>	