**Operational Level Agreement (OLA) For the XYZ Application**

**Effective Date:**



**Version**

|  |  |  |  |
| --- | --- | --- | --- |
| **Version**  | **Date**  | **Revision / Description**  | **Author**  |
| 1.0  |  |  |  |
|  |  |  |  |

**Approval** (Approvers agree to all terms/conditions outlined in this Agreement

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **IT Area**  | **Manager/Approver Signature**  | **Role**  | **Email**  | **Phone**  | **Approval Date**  |
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**Stakeholders (**Stakeholders are responsible for deployment/ongoing support of the Agreement)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Stakeholder/Signature**  | **Role**  | **Email**  | **Phone**  | **Approval Date**  |
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**Agreement Termination Approvers**



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**1. Agreement Overview (Example)**

This Agreement represents an Operational Level Agreement (“OLA”) between the **Technology Support** groups and Business Customers for the provisioning of IT services required to support and sustain the **XYZ System** application.

The **XYZ System** is an application used by the Business Customer area and is a vital part of the daily operations and reconciliation process of the internal corporate users as well as our external internet customer base. The **XYZ** System allows it's users to access their account information from any web browser.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders. Changes are recorded in the Amendments section of this Agreement and are effective upon mutual endorsement by the primary stakeholders.

This Agreement outlines the parameters of all 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.

**2. Goals & Objectives**

The **purpose** of this OLA is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customers of the XYZ System by the Service Providers- Operations and Network.

The **goal** of this Agreement is to obtain mutual agreement for IT service provision between the Service Providers-**IT Support, CTO** and Business Customer.

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.
* Approvals and sign-off from all effected parties that are a part of the corporate support or management team of the service or application.

Sample

**3. Stakeholders (Example)**

The Service Provider(s) and Customer(s) (as indicated on the Cover Page of this OLA) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this OLA:

**IT Service Provider(s): ITO** (Operations, Network), **Service Providers** (“Providers”) **IT Customer(s): Business Customer** (“Customer”)

**4. Periodic Review**

This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Date of Termination**. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Designated Review Owner** (“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.

**Designated Review Owner:** name

**Review Period:** Monthly for first 3 months, then quarterly

**Previous Review Date:**

**Next Review Date:**

This Agreement will be posted to the following location and will be made accessible to all stakeholders:

**Document Location:** IT Operations Website (http://company.it-intranet-link

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**5. Service Agreement (Example)**

In order to effectively support Operational Level Agreements, Service Level Agreements and/or other dependent agreements, policies, processes and/or procedures, specific service parameters must be defined.

5.1.Service Scope The following *representative* Services are covered by this Agreement; full descriptions, specifications and costs will be outlined in the IT Service Catalog ***(under development).***

|  |  |
| --- | --- |
| **Reference No.**  | **Service**  |
| 1.0  | Software licensing & patching  |
| 1.1  | Software upgrades  |
| 1.2  | Application server backup and recovery  |
| 1.3  | Application data backup and recovery  |
| 1.4  | User security & account management  |
| 1.5  | Automated monitoring-server, mainframe, network  |

5.2. Service Components *(Example)* As a subset of services provided, the physical and/or logical components covered by this Agreement include the following, which are all located in DataCenter 1:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Component Name**  | **Description**  | **Server/Host Name**  | **Location/Rack**  | **Instance**  |
| Network  | Communications transport  |  |  |  |
| Firewall  |  |  |  |  |
| Reverse Proxy Servers  | Access into infra; AIX; shared  |  |  |  |
| LDAP Servers  | AIX; authentications servers; shared  |  |  |  |
| Mainframe  | IBM Z-series; DB2 7.1; 2 partitions, CPS on Prod A; shared  |  |  |  |

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5.3. Customer Requirements *(Example)*

**Customer** responsibilities and/or requirements in support of this Agreement include:

* Adherence to any related policies, processes and procedures outlined in *Appendix A: Related Policies, Processes and Procedures*.
* Appropriate incidents and/or request prioritization as previously outlined and/or in cooperation with the Service Provider.
* Advanced scheduling of all service related requests and other special services with the Service Provider.
* Creation and maintenance of all required project documentation, including architectural diagrams.
* Appropriate use of support toolsets as outlined in *Appendix A: Related Policies, Process and Procedures*.
* Review related service hours logged by Service Provider for accuracy.
* Review all service related reports distributed by the Service Provider.
* Reasonable availability of customer representative(s) when resolving a service related incident or request.

5.4. Service Provider Requirements *(Example)*

**Service Provider** responsibilities and/or requirements in support of this Agreement include:

* Meeting response times associated with service related incidents.
* Adherence to any related policies, processes and procedures outlined in *Appendix A: Related Policies, Processes and Procedures*.
* Advanced scheduling of all service related requests and other special services with the Customer (Appendix A.1).
* Appropriate incidents and/or request prioritization as previously outlined and/or in cooperation with the Service Provider (Appendix A.2).
* Generating quarterly reports on service levels for Customer, as available.
* Training the required staff on appropriate service support tools.
* Logging all Provider resource hours associated with services provided for review by the Customer.
* Appropriate notification and approval as necessary to Customer for all scheduled maintenance and changes that may impact the application.
* Appropriate escalation notification to Customer of any outages.
* Facilitation of all service support activities involving incident, problem, change, release and configuration management.

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5.5. Service Assumptions

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

* Services are provided to internal customers only.
* Internal customer user base will remain within 10% of current staff levels.
* Application enhancements will not cause the system requirements to exceed 10% of existing capacity and/or throughput.
* Changes to services will be communicated and documented to all stakeholders.

5.6. Service Charges

Billing for services provided under this agreement will follow the charges as outlined in

the **Guardian IT Service Catalog** (under development).

**6. 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, measurement and reporting of in-scope services and related components.

6.1. Service Availability *(Example)*

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

**Production Computing Environment**

|  |  |
| --- | --- |
| Customer Availability  | Monday to Friday 6:00 am to 8:00 pm;  |
| Maintenance Window  | Saturday 8pm – Sunday 10am. Any time after  |
|  | Customer Availability with 1 hour notice; weekend  |
|  | with notice by 3pm Friday  |
| Automated Server Monitoring  | 24x7x365 days per year  |
| Back-ups  | Intel\UNIX (Daily – Incremental – Full – Monthly)  |
|  | Mainframe (Daily – Incremental – Full – Weekly)  |
| Archiving  | 7 years  |
| Data restoration – Off-site Tape  | 4 hours – Emergency  |
| Retrieval  | 24 hours -Standard  |

***Note: Data restoration time is based on data file size, availability of back-up media, and availability of back-up equipment.***

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6.2. Service Measurement *(Example)*

The following measurements will be established and maintained by the Service Provider to ensure optimal service provision to the Customer. These measurements are specific to those services within the control of IT Support as specified in section 5.2 of this OLA document. The services and measurements not included are application-specific problems or those related to user equipment. All Targets are based on the weekly average for uptime from Monday to Friday 6:00 am to 8:00 pm.

|  |  |  |
| --- | --- | --- |
| **Measurement**  | **Definition**  | **Performance Target**  |
|  |  |  |
| User availability  | Availability to business during service coverage times  | 97.0%  |
| Client response time  | Validating less than 10 seconds  | 90.0%  |
| Client Response Time  | Everything else less than 5 seconds  | 90.0%  |
|  |  |  |

***Note: The Performance Target percentages will be reviewed on a regular basis with a full, thorough review of all pertinent data scheduled in six months from the date of this OLA.***

6.3. Service Reporting *(Example)*

The Service Provider will supply the Customer with the following reports on the intervals indicated: These reports are generated via enterprise monitoring software.

|  |  |  |  |
| --- | --- | --- | --- |
| **Report Name**  | **Interval**  | **Recipient**  | **Responsibility**  |
| Average response time  | Daily  |  |  |
| Response time by percentile  | Daily  |  |  |
| Availability over time  | Weekly  |  |  |

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6.4. Service Requests (Example)

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

* One (1) hour for issues classified as **Critical (**affecting mission critical systems with potential to be revenue or customer impacting).
* Four (4) hours for issues classified as **High** priority (affecting time sensitive, but not mission critical systems).
* Eight (8) hours for issues classified as **Medium** priority (affecting normal systems).
* Twenty-four + (24+) hours for issues classified as **Low** priority (typically a general service request).

Refer to the service support policies, processes and related procedures for additional information in *Appendix A: Related Policies, Processes and Procedures*.

6.5. Service Maintenance (Example)

All services and/or related components require regularly scheduled maintenance (“Maintenance Window”) in order to meet established service levels. These activities will render systems and/or applications unavailable for normal user interaction for the following locations and timeframes. Location:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Time**  | **Sunday**  | **Monday**  | **Tuesday**  | **Wednesday**  | **Thursday**  | **Friday**  | **Saturday**  |
| **Begin**  |  |  |  |  |  |  |  |
| **End**  |  |  |  |  |  |  |  |

**The regular maintenance window is Saturday, 8pm until Sunday, 10am. Unscheduled maintenance may be done with prior 1-hour notice given to users during other after hour times; Weekend maintenance must have notification given by 3pm Friday.**

6.6. Service Exceptions (Example) Any deviations from current policies, processes and standards are noted by the following Service Exceptions:

|  |  |  |
| --- | --- | --- |
| **Exception**  | **Parameters**  | **Coverage**  |
| **Month end, quarter end, year-end.**  | **Peak processing times**  | **24/7 during Peak processing**  |

**Appendix A: Associated Policies, Processes and Procedures**

*This Appendix contains any instrumental policies, processes or procedures required to support this Service Level Agreement.*

A.1 Change Management

**Definition:** Change management refers to any event that alters the existing state of a Customer’s production IT services, including software, hardware, networks and facilities.

**Tool Requirements**: [IT Change Management Tool(s)] **Tool Link(s):** [Tool Link(s)] **Documentation:** See below for Change Management Flow Chart

**Change Management Workflow**

**Create RFC**

Diagram

**Failure Analysis**

**Cancelled Closed**

Page 1

A.2 Incident Management

**Definition:** The process of managing unexpected operational events with the objective of returning service to customers as rapidly as possible.

**Tool Requirements**: [IT Incident Management Tool(s)] **Tool Link(s):** [Tool Link(s)] **Documentation:** [Documentation Location / Link(s)]

Diagram of Incident Management Workflow

**Tool Link(s):** [Tool Link(s)] **Documentation:** [Documentation Location / Link(s)]

A.4 Configuration Management

**Definition:** Identifies, records and validates critical computing components and their relationships with other configured items, maintaining a virtual representation of the IT infrastructure.

**Tool Requirements**: [Configuration Management Tool(s)] **Tool Link(s):** [Tool Link(s)] **Documentation:** [Documentation Location / Link(s)]

*Service Delivery process references may be added, if required.*

**Appendix B: Definitions**

*Use this Appendix to supply any definitions specific to the environment or terminology referenced in this Agreement.*

**Appendix C: Amendments**

*Use this Appendix to reference any subsequent amendments to this agreement.*

C.1 Amendment 1: *License Fees* **Amendment Date:** [Amendment Date] **Amendment 1 Detail:** *Customer is responsible for all maintenance charges associated with Software X vendor security patches up to and including version / release Z as outlined in the Software Master License Agreement.*

**Appendix D: Application/System Architecture Diagrams**