Service Level Agreement

Platform as a Service (PaaS)
Service Description
Platform as a Service (PaaS) is NJOIT’s compute platform, inclusive of server hardware, operating systems, virtualization layer technologies, network, and security. NJOIT provides administrative and maintenance tasks in support of the hosting infrastructure for service subscribers.

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Service Commitments
- **Hours of Operation:** 24x7x365 (exclusive of planned maintenance)
- **Availability Target:** 99.9% (exclusive of planned maintenance)
  - Availability is measured on a monthly basis by the operational status of a middleware container (e.g., Java Virtual Machine)
  - Agency-specific changes are not covered under Availability
- **Incident Response Targets:**
  - Level 1 Network Call Center (NCC): 24x7x365
  - Level 2 Business Hours (Monday to Friday, 7:30 a.m. to 4:30 p.m.): Incident response within 2 hours of notification by service ticket or call from the NCC
  - Level 2 Non-Business Hours: Incident response is best effort via staff with escalation to NJOIT Chief Operating Officer or designee

NJOIT Responsibilities
- Provide 24x7x365 centralized monitoring and support via NCC
- Perform server hardware and operating system installation and maintenance
- Perform virtualization layer administration and maintenance
- Provide network access, load balancing and security (firewall administration) services
- Provide Application Platform administration and deployment services
- Perform operating system backups to disk. Data backups are available by subscription to NJOIT’s Storage Services
- Provide Infrastructure Capacity Management, Health, Performance and Availability monitoring
- Provide Storage Management and Restoration Services as required
- Provide optional services, depending on customer application and availability requirements:
  - Replication
  - Clustering
  - Technical Assistance
- Publish “end-of-life” schedule and service roadmap

Customer Responsibilities
- Provide detailed business, functional, non-functional and technical requirements including security constraints
- Secure management, business and financial approval in advance of NJOIT ISO engagement
- Provide and maintains their own application and application support
- Notify NJOIT Managed Hosting of any changes that will affect the services before changes are made
- Designate a 24x7x365 point of contact (POC) for service-related issues:
  - POC provides NJOIT with a customer contact list for NJOIT service notifications and/or incidents. Contact list to be established before service turn-up and managed by the POC thereafter
  - POC is available for NJOIT to report and coordinate incidents, outages or emergency maintenance
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- POC directs all incident, problem and/or support issues to the NCC
- POC provides end-user support for Agency personnel, including initial triage of end-user problems
  (NCC support is only available to designated Agency POC and at the discretion of NJOIT)
- POC is available, as needed, to assist with testing of new service enhancements
  • Provide needed maintenance window to apply software patches every 4 months
  • Test and approve patch install movement from Integration, System Test, to Production within 3 weeks
  • Migrate from unsupported hardware or software environment within 6 months after NJOIT has a replacement available
  • Place service order via CA Service Desk Manager
  • Provide NJOIT with a valid billing code
  • Provide prompt payment of monthly subscription charges

Service Rates
- Service Rates are determined via the NJOIT Cost Allocation Recovery System
- Service Rates are published in the NJOIT Service Catalog

Service Credit
In the event that the Availability Target is not met during a given calendar month, customer is entitled to a Service Credit for that month, calculated as follows:
- **Service Credit** = \(2 \times \frac{A}{B} \times (C-D)\), where,
  - \(A\) is the monthly cost for the contracted service
  - \(B\) is the total number of minutes of service availability for the given month (as derived from the Hours of Operation in the Service Commitments section of this document)
  - \(C\) is the total number of minutes of downtime for the month
  - \(D\) is the number of minutes of allowable downtime for the month (based on the Availability Target + any planned maintenance)
- **Service Credit** can be “earned-back” if the overall performance for the current year meets or exceeds the contracted performance standard for the service level
- **Service Credits** are ineligible if customer responsibilities have not been met
- **Service Credits** are subject to budgetary approval by the State Treasurer

Service Level Agreement Scope
This agreement specifies only the standard operational service commitments and responsibilities of NJOIT and its subscribing agencies for the current fiscal year. Agency-specific deviations from these commitments and responsibilities may be specified in a mutually agreed upon Memorandum of Understanding.