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| Introduction | A *Service Level Agreement* (SLA) a formally negotiated agreement between two parties; a customer and a service provider. A SLA typically identifies the following information:* + - Service Name
		- Service Description
		- Measure (How the service will be measured)
		- Target (A target service level for the service provider to provide to the customer)
 |
| Origin of SLA Document | From the results **CWS/CMS Timeline and Prioritization Meeting** of 9/27/2007 with specific agreements based on: 1. *County APD Workload Management Guiding Principles*
2. *CWS/CMS Categories and Metrics*
3. *SLAs for County APDs* (including applicable criteria)
4. *Definitions for APD Request Metrics Categories*
 |
| Applicability / Definitions  | *Project Office* applies to both **CWS/CMS Project Office** and **SAWS Project Approvals** APDs.  |

***1. County APD Workload Management - Guiding Principles***

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| 1. Unless specifically called out, or determined by management, the processes and criteria apply to all APDs (special circumstances that may cause exceptions to the rule - County size, political environment, budget conditions).
 |
| 1. All APDs are not equal.
 |
| 1. The group commits to exploring options for managing the workload that may not have previously been used – for example, assigning a priority to an APD, adding it to inventory on that basis and adhering to the set priority.
 |
| 1. County APDs prepared in accordance with newly developed procedures and fully vetted prior to submission receive higher priority than non-vetted APDs.
 |
| 1. APDs that are not created and submitted in a timely manner receive lower priority than those created promptly.
 |
| 1. The counties are informed ASAP of the potential consequences for delayed or non-conforming submissions.
 |
| 1. The SLA clock stops ticking when the APD is returned to the County for Findings - it starts back up upon receipt of the appropriate requested information.
 |
| 1. An SLA is needed for the County to respond to deficiencies or Findings. Group proposes 10 days for County to respond.
 |
| 1. APDs that will require ACF approval get first attention by State if submitted by County on time and according to new procedures; maximizes available time window needed for Federal review and Findings process.
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***2. CWS/CMS Categories and Metrics***

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| Review Level # | APD Category Description | ActivityVolume | ActivityPercent | Reviews Required  | Federal Review Required? |
| **1** | < $100K IT-Related  | 62 | 41% | Project Office  | No |
| **2** | < $100k \**Program-related* (see *Review Level Required - Definition of Terms Table* for details)  | 37 | 25% | Project Office CDSS Program  | No |
| **3** | > $100k no Federal Review required | 44 | 29% | Project Office CDSS Program CDSS Legal CDSS Fiscal  | No |
| **4** | > $100k Federal Review required | 7 | 5% | Project Office CDSS Program CDSS Legal CDSS Fiscal Federal Approval | Yes |

(CWS/CMS County APD Submitted Volume For FY 06/07 = 150[[1]](#footnote-1))

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| Review Level # and Descriptions / Statistics – FY 2006/2007  |
| **Level 1:**  | 41% of CWS/CMS APDs do not require CDSS or Federal Review – they can be approved through the Project Office.  |
| **Level 2:**  | 25% of CWS/CMS APDs do not require CDSS Legal, CDSS Fiscal, or Federal Review; they can be approved through the Project Office after review by CDSS Program. |
| **Level 3:**  | 29% of CWS/CMS require CDSS Program, CDSS Legal, and CDSS Fiscal Review.  |
| **Level 4:**  | 5% of CWS/CMS require CDSS Program, CDSS Legal, CDSS Fiscal, and Federal Review. |

***3. Service Level Agreement for County APDs***

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| ***State Processes:*** Based on the following criteria: |
| * APDs have been created based on newly available tools and references.
* County has followed suggestions and guidance received from Project Office during the development of the APD.
* County has submitted the APD and all accompanying documents in conformance with newly developed procedures.
* County revises APD and resubmits in accordance with County SLA and newly developed procedures.w
 |
| If the above criteria are met, the following Service Level Agreements are offered to accomplish each set of activities listed on the process maps below: |

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| Review Level | APD Process Map (Workflow Diagram-based) Name and Activities Included in Agreement  | Service Level Agreement |
| 1 | Initial Submission + Determine Reviewers + Project Office Reviewers Review | 20 business days |
| 1 | Repeated Submission + Determine Reviewers + Project Office Reviewers Review | 10 business days |
| 2 | Initial Submission + Determine Reviewers + Project Office and CDSS Program Reviewers Review | 20 business days |
| 2 | Repeated Submission + Determine Reviewers + Project Office and CDSS Program Reviewers Review | 10 business days |
| 3 | Initial Submission + Determine Reviewers + Project Office and CDSS Program and CDSS Legal and CDSS Fiscal Reviewers Review | 20 business days |
| 3 | Repeated Submission + Determine Reviewers + Project Office and CDSS Program and CDSS Legal and CDSS Fiscal Reviewers Review  | 10 business days |
| 4 | Initial Submission + Determine Reviewers + Project Office and CDSS Program and CDSS Legal and CDSS Fiscal Reviewers Review + Federal Review is performed | 20 business days + 60 calendar days |
| 4 | Repeated Submission + Determine Reviewers + Project Office and CDSS Program and CDSS Legal and CDSS Fiscal Reviewers Review + Federal Review is performed | 10 business days + 60 calendar days |

 ***3. Service Level Agreement for County APDs***

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| ***County Processes:*** The County agrees to the following: |

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| Review Level | APD Process Map (Workflow Diagram-based) Name and Activities Included in Agreement  | Service Level Agreement |
| All | County Processes – receive notice of deficiency or Findings and Recommendations Report and respond to Project Office though one of the following actions: 1) a corrected APD 2) notification of the necessary or planned action3) a call to the Project Office  | 10 business days |

***4. Definitions For APD Request Metrics Categories\*\****

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| Review Level Required – Definition of Terms |
| Growth - Equipment requests for new staff or a new office\**New Functionality Hardware -* Hardware requests for projects whose purpose is to introduce new functionality unrelated to the current system/application. \**New Functionality Software*- Software requests for projects whose purpose is to introduce new functionality unrelated to the current system/application.\**New Functionality Services* - Services to implement software and/or hardware whose purpose is to introduce new functionality unrelated to the current system/application.M&O - Hardware, software and service costs that are annualized and are required for County operations, including IT support, warranty services, LAN maintenance, etc. Infrastructure - Requests for hardware that support the County network, including, routers, switches, servers, etc., not included in the tech refresh cycle. Tech. Refresh - A replacement cycle for hardware. |

\*\*Developed jointly between SAWS and CWS/CMS.

1. Data source for table: Metrics analysis and results from CWS/CMS PO 9/2007 [↑](#footnote-ref-1)