

# Sarasota Public Networks

## Service Level Agreement (SLA)

**Note:** references to “Sarasota Public Networks” and “Support Desk” throughout this document shall denote Sarasota County

### Contents

1	Executive summary .....	1
2	General overview .....	2
3	Terms and conditions .....	2
4	Supported services and charges .....	3
5	Party responsibilities .....	3
6	Service measures and reporting .....	4
7	Customer requests for service enhancement .....	4
8	Sarasota School Board incidents .....	4
9	Sarasota County’s EIT change management process .....	5
	Appendix A: Sarasota County School Board WAN Diagram:.....	6

### 1 Executive summary

#### Services provided

This Service Level Agreement describes Sarasota County’s commitment to provide the following services:

- Layer 1, 2, and 3 routing on the 10GB fiber backbone.
- 1GB and 10GB fiber links on the ONS 15454 optical routers, Cisco 6513, and Cisco 6509.
- Architecture for future expansion of the fiber backbone.
- 24x7x365 support of the Wide Area Network (WAN).

The Agreement does not cover Local Area Networks (LAN), Wireless, Cellular networks, and charter/private schools.

#### Measurement and reporting

Sarasota County will provide Sarasota County School Board with the following reports in the intervals indicated

Report name	Reporting interval	Delivery method
System Uptime	Quarterly	Email
Number of Incidents Reported and (RCA) Root Cause Analysis	Monthly	Email

#### Sarasota Public Network’s contact

Sarasota County Public Networks
Name: Director Title: Public Networks Telephone number: 941-861-5326

Sarasota County School Board
Name: Director Title: Technology And Information Services Telephone number: 941-927-9000

## 2 General overview

This Service Level Agreement (SLA) between Sarasota Public Networks and Sarasota County School Board establishes a commitment for Wide Area Network (WAN) support as detailed in this Agreement. This document clarifies both parties' responsibilities and procedures to ensure Sarasota County School Board needs are met in a timely manner.

### Sarasota School Board

The School Board is defined as any student, educator, staff member of Sarasota County School Board, their associated partners and/or vendors. The agreement does not cover charter schools and private education institutions.

### Sarasota School Board environment

The Sarasota County School Board's Wide Network consists of all the fiber connects between the schools listed below. The architecture consists of a DWDM core ring (four schools) and a "hub and spoke" design defined by 7 campuses. The schools covered in this agreement are:

#### DWDM Ring:

Sarasota High  
Booker High  
Fruitville  
The Landings

#### Campus Hubs:

Laurel Nokomis  
Wilkinson  
North Port High

#### Spokes:

Cranberry	Garden	Purchasing	SCTI	Gulf Gate	Riverview High	Brentwood
Heron Creek	Englewood	Taylor Ranch	Brookside	Oak Park	Phillipi	Booker Elem
LeMarque	Venice High	Venice Elem	Alta Vista	Lakeview	Tatum Ridge	Booker Middle
Glennallen	Pine View	Southside	Adult Ed	Ashton	Construction	Gocio
Toledo Blade	Venice Middle	Phoenix	Cyesis	Sarasota	McIntosh	Tuttle
Bay Haven	SCTI Ag Lab					

### Support Contact

Service Desk Contact
SD_Support@scgov.net
941-861-7100

## 3 Terms and conditions

### Agreement review

Sarasota County Public Networks designee will initiate performance reviews under this SLA with Sarasota County School Board 30 days after the effective date above. A representative of either party may submit a written request for review of the Agreement to the process owner at any time. The terms of this Agreement will be reviewed at contract renewal.

### Hours of coverage

Service for the community fiber network is available 24 hours a day, 7 days a week, 365 days a year by contacting the service desk with the exception of mutually agreed upon maintenance windows for system upgrades and extensions.

## Incident management service goals

The Sarasota County Public Network's on-call engineer will respond by telephone to the School Board's incident (submitted through Maximo or a voicemail message) within:

- 15 minutes (during coverage hours) for issues classified as urgent.
- 30 minutes (during coverage hours) for issues classified as high priority.
- One hour (during coverage hours) for issues classified as normal priority.
- Twenty-four hours (during coverage hours) for issues classified as low priority.

Priority	Response time	Escalates every
Low	24	2 hours
Normal	1	1 hour
High	30 minutes	30 min.
Urgent	15 minutes	15 min.
Response times listed are in <u>business</u> hours.		

See Sarasota County School Board Responsibilities on page 3 for requirements on how the School Board shall submit issues. A resolution may not be available at the time the Public Networks team contacts the School Board partner, in which case the Public Networks team will attempt to estimate the "time to resolution."

The Public Networks Team and appropriate School Board staff will mutually determine an issue's priority classification.

## 4 Supported services and charges

### Services provided

The Public Networks Team agrees to provide engineering and consultative support to partners experiencing technical questions or problems with the Wide Area Network and fiber plant. Sarasota Public Networks agrees to support partners experiencing functional questions or problems. All parties agree to direct partner issues to the Service Desk, and to escalate issues as needed in order to provide the partner with a timely response.

The Sarasota Public Networks team does not provide:

- Local Area Network (LAN) support
- Support to schools not listed in Appendix A
- Wireless LAN support

## 5 Party responsibilities

### Sarasota School Board responsibilities

Partner agrees to:

- Follow mutually defined and agreed upon support procedures.
- Consult the EIT Change Management Schedule for the latest updates and changes to the School Board network (<http://busobj-prodw/ChangeMgt/CMSchedule.asp>).
- For issues unresolved, submit an e-mail message to [TSD\\_Support@scgov.net](mailto:TSD_Support@scgov.net). For emergency issues, call the Service Desk at (941) 861-7100.
- Determine appropriate issue priority (low, normal, high or urgent) in cooperation with Sarasota Public Networks.
- Request and schedule special services (for example, installation of new fiber, after-hours support) well in advance.

- Be willing and available to provide critical information within 30 minutes of receiving a request for information from Sarasota Public Networks team seeking to resolve a Sarasota School Board issue.

### Sarasota Public Networks responsibilities

General responsibilities:

- Create and add to support libraries the appropriate documentation to address partner issues.
- Meet response times associated with the priority assigned to partner issues.
- Maintain appropriately trained staff.

Service Desk responsibilities:

- Log and track all partner requests for service.

Sarasota Public Networks responsibilities:

- Schedule maintenance (downtime) between 5:00 A.M. and 6:30 A.M. Monday thru Friday for Standard Changes and high impact changes will be performed on Sunday between 12:00 A.M. till 10:00A.M. unless circumstances warrant performing maintenance at another time.
- Communicate in writing (e-mail) with School Board regarding issues involving change management (see Sarasota County's EIT change management on page 5).

## 6 Service measures and reporting

Sarasota Public Networks will provide School Board with the following reports in the intervals indicated (monthly or quarterly).

Report name	Reporting interval	Delivery method	Responsible party
Network Uptime	Quarterly	Email	Sarasota Public Networks
Incident Reports and (RCA) Root Cause Analysis	Monthly	Email	Service Desk

## 7 Customer requests for service enhancement

Service enhancements are requests for planned changes in service, for example, setting up a new fiber connection for a network extensions or upgrades to equipment for better throughput. School Board should request services by sending an e-mail message to the Service Desk (TSD\_Support @scgov.net) at least 30 days in advance.

### Financial impact

The Sarasota Public Networks team will assess and negotiate School Board service enhancement requests, taking into consideration the enhancement's impact on existing budget and staff resources. If delivery of service enhancements can only be provided with funding from the School Board, Sarasota Public Networks will provide School Board with a cost estimate in writing. School Board will then have the opportunity to determine whether to proceed with enhancement.

## 8 Sarasota School Board incidents

For technical problems or questions:

- Call the Service Desk (941-861-7100)  
- or -  
Create a Service Request via email to TSD\_Support@scgov.net

## 9 Sarasota County’s EIT change management process

Change management refers to any event that alters the existing state of a Customer’s production IT services, including software, hardware, networks and facilities. Service Providers seek to minimize disruption of IT services by using a standard process to communicate and implement changes.

Service Provider Change Management		Business impact	Customer notification and confirmation	Example
Planned	Standard	Minor or repetitive changes considered part of the normal workflow with no affect on Customer’s business	None.	Port activation, enable ports, change services, etc.
	Minor	Small changes that have a documented and proven implementation process with little impact to the School Board’s business.	Sarasota Public Networks will advise Customer 24 hours in advance.	Installing fiber cross-connects.
	Project	Changes that may affect multiple locations and have a broad business impact.	Sarasota Public Networks will advise Customer five business days in advance. School Board must confirm notification.	New school or expansion of the fiber plant.
	Major	Changes that may affect multiple departments across multiple schools, with a significant impact to Customer business.	Sarasota Public Networks will advise Sarasota School Board ten business days in advance. School Board must confirm notification.	Network infrastructure equipment upgrade, new fiber installation (splice), new blade install, etc
	Emergency (Immediate)	Changes that must be performed in order to correct a faulty network service having a major impact on School Board’s business. Impact to business requires immediate resolution.	Sarasota Public Networks will advise School Board before and after change implementation. Confirmed notification is preferred.	An entire campus hub is down impacting every school during business hours of the defined school year.

# Appendix A: Sarasota County School Board WAN Diagram:

