Sarasota Security Team

Service Level Agreement (SLA)

Note: References to "Sarasota Security Team" and "Service Desk" throughout this document shall denote Sarasota County

Contents

1 Executive summary

Services provided

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

- VPN Support
- Firewall Management.
- Anti-virus Support
- Email Security (SPAM)
- Web Caching
- 24x7x365 Support and Monitoring

The Agreement does not cover Active Directory, Physical Building Access, or Content Filtering.

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
Firewall Uptime	Quarterly	Email
Number of Incidents Reported and (RCA) Root Cause Analysis	Monthly	Email

Service Provider contact

Sarasota Security Team
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 Security Team and Sarasota County School Board establishes a commitment for Information Technology Security 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 firewall consists of two servers located at the County Administration Center located at 1660 Ringling Blvd. The firewall is connected by a 10GB fiber connection to the Landings. The School Board external traffic traverses this connection from the FERN Internet Gateway to the Administration Center to the firewall which either allows the traffic or denies the traffic. The firewall rules are managed by the Sarasota Security Team. External email travels the same path as internet traffic. Once at Admin, it pinholes through the firewall then routed to the SPAM Assassin and CLAM AV servers for SPAM filtering. The email that is not stopped by these services is routed back to the Landings where it is delivered to the proper MTA for mailbox delivery.

Support Contact

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

3 Terms and conditions

Agreement review

Sarasota Security Team 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 defined network maintenance windows.

Incident management service goals

The Sarasota Security team's on-call engineer will respond by telephone to the Customer'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 hours	2 hours
Normal	1 hour	1 hour
High	30 minutes	30 min.
Urgent	15 minutes	15 min.
Response times listed are in business 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 Sarasota Security team contacts the School Board partner, in which case the Sarasota Security team will attempt to estimate the "time to resolution."

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

4 Supported services and charges

Services provided

The Sarasota Security team agrees to provide engineering and consultative support to partners experiencing technical questions or problems with the firewall, remote connectivity, email security, and anti-virus. Sarasota Security team 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 Security does not provide:

- Physical Security to locations
- Content Filtering
- Active Directory

5 Party responsibilities

Sarasota School Board responsibilities

School Board agrees to:

- Follow mutually defined and agree upon 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. For emergency issues, call the Service Desk at (941) 861-7100.
- Determine appropriate Maximo issue priority (low, normal, high or urgent) in cooperation with Sarasota Security Team.
- Request and schedule special services (for example, new firewall rules, after-hours support, and SPAM rules) well in advance.
- Be willing and available to provide critical information within 30 minutes of receiving a request for information from Sarasota Security Team seeking to resolve a School Board partner issue.

Sarasota Security Team's responsibilities

General responsibilities:

- Create and add appropriate documentation to the Maximo database 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 through Maximo.

Security Team 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 Security Team will provide School Board with the following reports in the intervals indicated *(monthly or quarterly).*

Report name	Reporting interval	Delivery method	Responsible party
Firewall Uptime	Quarterly	Email	Sarasota Security Team
Incident Reports and (RCA) Root Cause Analysis and SPAM Reports	Monthly	Email	Service Desk

7 Customer requests for service enhancement

Service enhancements are include requests for planned changes or upgrades to network services, for example, setting up remote connectivity for a vendor or new firewall rules for a new software product, School Board should request services by sending an e-mail message to Service Desk (TSD_Support @scgov.net) at least 30 days in advance.

Sarasota Security team will respond to requests for service received with appropriate advance notice (see *Sarasota School* Board responsibilities on page 3) within 24 hours/days.

Financial impact

The Sarasota Security 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 Security team 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 Customer 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

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.	VPN creation, .dat updates, 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 School Board *24 hours* in advance.	Modifying existing rules, VPN activation, etc.
	Project	Changes that may affect multiple locations and have a *broad business impact*.	Sarasota Public Networks will advise School Board *five business days* in advance. School Board *must* confirm notification.	New CheckPoint upgrade
	Major	Changes that may affect multiple departments across multiple schools, with a *significant impact* to Customer business.	Sarasota Security team will advise School Board *ten business days* in advance. School Board *must* confirm notification.	New CheckPoint upgrade, web caching updates.
	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 Security team will advise School Board before and *after change implementation*. Confirmed notification is preferred.	Firewall failure, virus within the internal network, compromised web server.