Service Level Agreement

between

Enterprise Information Technology Services Division

and

Click or tap here to enter text.

for

Information Technology Services

**Effective** Click or tap to enter a date. **until** Click or tap to enter a date.**.**



Department of Administration  
Enterprise Information Technology Services Division

v2

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# 1 General Overview

## A. Parties and Term

The parties affected by this SLA are:

1. The Department of Administration (DOA), Enterprise Information Technology Services Division (EITS) (hereinafter referred to as “Service Provider”) and
2. Click or tap here to enter text. (hereinafter referred to as “Partner”).

This SLA is valid from the date the document is fully executed (i.e., last signature received) and will remain in effect until Click or tap to enter a date.

## B. Purpose

This service level agreement (SLA) establishes a commitment for information technology services and support and is subject to full funding by the approved budget for any given state fiscal year. The parties understand this is reasonably limited to actions within the control of the Service Provider and that State Administrative Manual (SAM) 1622 requires the Executive Branch Partners to utilize Service Provider services as budgeted. This SLA is provided by the Enterprise Information Technology Services Division pursuant to Choose an item. and Partner (as defined above) warrants and agrees that it has requisite authority and/or approval to enter into the same. Rates are Legislatively approved on a biennial basis and amounts receivable from the agency using the services of the Division of Enterprise Information Technology Services shall be determined pursuant to NRS Chapter 242, including, without limitation, NRS 242.191.

This document clarifies parties’ responsibilities and procedures related to service agreement and delivery to ensure partners’ needs are met in a timely and professional manner. Partner understands that certain services are required by law, and nothing herein is intended to abrogate those obligations.

# 2 Service Provider Information

## A. Organization

Service Provider is organized into five units, each encompassing multiple service and support categories.

1. The **Office of the Chief Information Officer** is comprised of EITS executive leadership, its direct support staff, and the Enterprise Architecture group. OCIO is responsible for the planning and oversight of IT policy and strategy within the executive branch and for overseeing all operational aspects of the other EITS units.
2. The **Agency Information Technology Services Unit** provides first contact information technology (IT) through the EITS Service Desk support across a variety of services including application development, website support services, desktop support, database management, project management, and more.
3. The **Computing Services Unit** manages the state’s mainframe and provides physical and virtual server hosting, website hosting, secure printing services, a variety of enterprise business software, and more.
4. The **Network Services Unit** provides a variety of network-related services, including the state’s SilverNet network, virtual private network, telecommunications, microwave, fiber optics, and other wireless technologies.
5. The **Office of Information Security** is responsible for enterprise information security services, as well as planning, oversight, and governance of the State Information Security Program within the executive branch.

## B. Points of Contact

Service Provider’s leadership team and other points of contact are listed in Appendix A – Service Provider Information. These points of contact ensure that Partner knows who is working on their behalf and the role and contact information of people involved with Partner’s onboarding and services management.

# 3 Partner Information

## A. Points of Contact

Partner’s leadership team and other points of contact are listed in Appendix B – Partner Information. Service Provider may use these contacts, as needed, to coordinate on any billing or services Partner shall update Service Provider as to any changes in listed individuals’ contact information or identity as soon as practicable, within at most 90 days.

## B. Budget Accounts

Partner’s business units and associated budget accounts are listed in Appendix B – Partner Information. This will ensure that Service Provider has an updated list against which to reference for any billing queries.

## C. Business Plan

Partner’s business plan is included in Appendix B – Partner Information. This business plan is existing documentation that can take many forms (e.g., informal work plan, formalized strategic plan, etc.), and Partners are not being asked to create any new documentation for the purposes of this SLA. A business plan will allow Service Provider to adequately scope and coordinate long-term information technology needs across the executive branch in fulfillment of NRS 242.115 and 242.151. Though business plans may include specific plans for information technology, a broader business plan is necessary to give context to Partner’s information technology needs. Agencies that have not yet engaged in such planning may want to consult the Governor’s Finance Office’s Budget Building Manual (<https://budget.nv.gov/Manuals-Instructions/>) for an example business plan.

Per NRS 242.124, the Information Technology Advisory Board (ITAB) may review the information technology plans of Partner. The information technology plan may be provided to EITS within Partner’s business plan and separately as part of the Technology Investment Notification (TIN) process. Service Provider agrees to notify Partner if its technology plan, in any form, is included on the agenda of ITAB, which is a public body subject to Nevada Open Meeting Law requirements.

## D. Information Technology and Technical Documentation

In Appendix B – Partner Information, Partner discloses any technology information (e.g., state websites, commercial off the shelf software, cloud-based software subscriptions, etc.) that may affect Service Provider’s ability to provide services, ensure the most economical use of the state’s information systems, and to collaborate Partner on any future enterprise technology initiatives and new service offerings.

Any relevant, existing technical documentation (e.g., executed contracts, technical specifications, user guides, warranty information, etc.) that Partner has related to applications or services Service Provider will be building or supporting is also included in Appendix B – Partner Information. This documentation will allow Service Provider to properly scope required services and support. To the extent components of existing technical documentation must be deemed confidential or otherwise proprietary, Partner shall include a page referencing the existence of such a document so that it can be separately furnished to Service Provider but not housed with the signed SLA. Partner shall update Service Provider as to any changes pertaining to information technology and technical documentation as soon as practicable, within at most 90 days.

# 4 Terms and Conditions

## A. Funding and Approvals

Service Provider cannot give advice to Partner related to budgetary or legal authority. Notwithstanding, if funding for services has been included in Partner’s approved budget, this SLA does not require additional approvals from the Governor’s Finance Office or the Board of Examiners. However, any funding for services ***not*** included in Partner’s approved budget will require additional budget authority (e.g., a work program) and any related interlocal agreements will be subject to approval by the Governor’s Finance Office and the Board of Examiners.

## B. Period

This SLA is valid from the date the document is fully executed and will remain in effect until the date set forth above (see Section 1(A) “Parties and Term”). If Appendix B does not provide otherwise, this SLA may be terminated in writing by either party before the end of the period only with the written approval of the Governor’s Finance Office. A party shall notify the other party in writing at least 90 days before the end of the period set forth above of the election to terminate or establish a renewed SLA.

## C. Review AND AMENDMENT

Service Provider's designee will initiate a review of this SLA with Partner once every other year in alignment with the state’s budget building process. A representative of either party may submit a written request for a review of the SLA at any time, and this SLA remains in effect during the review. Changes to the SLA that impact Partner-selected covered services may require an amendment of the SLA. Any amendments will be signed by both parties and included in Appendix C – Service Level Agreement History.

## D. Force Majeure

Without prior notice or consent from Partner, the Service Provider may be forced to temporarily adjust its compliance with the terms of this SLA due to such alternate work conditions resulting from circumstances including but not limited to pandemics, natural disasters, state or federally declared emergencies, or direction/order from the Governor’s Office. The Service Provider will, as soon as practicable, provide written information to Partner related to the nature and duration of such adjustments and utilize section 4(C) as may be needed should a temporary circumstance persist without an anticipated end date.

# 5 Services

## A. Covered Services and Costs

Costs for certain covered services are based on actual utilization and may vary over the duration of this agreement as Partner’s utilization of those covered services change. Partners may request current Legislatively established rates through the Service Providers Fiscal Lead, as identified in Appendix A. For any Partner without known utilizations, Service Provider can create an estimate to be used for planning purposes.

Partner is responsible for monitoring invoiced and paid amounts so that a service review may be initiated/requested for this SLA in a timely manner if utilization exceeds Partner’s expectations.

## B. Technical Services and Levels of Support

Descriptions of the technical services and levels of support available by EITS service unit are provided in Appendix D – Technical Services and Levels of Support.

## C. Hours of Service

Service Provider’s business hours are 8:00 a.m. to 5:00 p.m. (Pacific) Monday through Friday (excluding state holidays). Covered services identified in this SLA will be provided during business hours unless specific exceptions identified in Appendix D – Technical Services and Levels of Support are selected by Partner.

Staff are available twenty-four hours a day, seven days a week for emergency support outside of business hours. Emergency support may be billed at an overtime rate.

## D. How to Engage Services

Appendix E – EITS Processes and Procedures details how Partner should request information technology services and support from Service Provider and how Service Provider assigns, prioritizes, and escalates Partner requests.

## E. How to escAlate an issue or concern

As described in Appendix E – EITS Processes and Procedures, a Partner may request that the EITS Service Desk escalate a service issue. If internal escalation to a manager doesn’t resolve a service issue, it may be escalated up the chain to the EITS Office of the Chief Information Officer (OCIO) for review by the EITS Administrator. If the Administrator does not resolve an issue to Partner’s satisfaction, Partner may request that the Information Technology Advisory Board (ITAB) review any issue or policy concerning information technology, per NRS 242.124. ITAB is a public body that advises Service Provider and ITAB’s recommendations, which are not binding, may help to resolve any disputes between Partner and Service Provider. A Partner may escalate concerns with an EITS policy at any time by contacting the EITS Chief of Policy and Communications (see Appendix A – Service Provider Information).

# 6 General Responsibilities

## A. Service Provider Responsibilities

1. Comply with applicable federal, state, and department policies, including any listed in Appendix F – Applicable Policies, in effect throughout the SLA term.
2. Professionally provide the covered services selected by Partner in this SLA.
3. Maintain appropriately trained and adequate levels of staff to provide the covered services identified in this SLA and its appendices.
4. Operate and maintain the IT infrastructure necessary to provide the covered services selected by Partner in this SLA and its appendices.
5. Ensure correct billing of charges for covered services identified in this SLA and its appendices within 90 days of execution of this SLA and thereafter by the rate of billing as indicated in the legislatively approved rates.
6. Communicate with Partner on service outages impacting covered services, excluding any pre-established maintenance windows identified within this SLA and its appendices.
7. Schedule in advance with Partner any on-site or remote support services, including any installation, maintenance, or upgrades to software, servers, and systems and coordinate with vendors, if necessary.
8. Operate and maintain the tools, policies, and procedures necessary for providing the covered services identified in this SLA and its appendices, including but not limited to:
   1. Setting priority levels and response times for reported issues.
   2. Assigning issues and tasks to the appropriate EITS service units.
   3. Working in collaboration with all EITS service units, when necessary, toward resolution of Partner-reported issues.
   4. Operating and maintaining a change management process.
   5. Operating and maintaining an IT service management tool for recording and tracking issues reported by Partner.
9. Communicate to Partner any changes to covered services that will impact service levels, Partner and Service Provider responsibilities, and the costs associated with the covered services selected by Partner in this SLA and its appendices.
10. Address Partner issues regarding billing and cost of covered services.
11. Communicate with Partner on any changes to Service Provider points of contact listed in Appendix A – Service Provider Information as soon as practicable, within at most 90 days.

## B. Partner Responsibilities

1. Obtain and maintain sufficient and legal budget authority and pay Service Provider for the costs of the covered services. Per State Administrative Manual (SAM) 1622, Executive Branch Partners must utilize Service Provider services as budgeted.
2. Follow the procedures identified in Appendix E – EITS Processes and Procedures when requesting support for covered services.
   1. Except for emergencies, provide sufficient notice commensurate to the service when requesting and scheduling special services (for example, installation of new equipment, major system upgrades and/or maintenance) to ensure the best possible outcome.
3. Communicate to Service Provider any outages and issues related to the covered services identified in this SLA and its appendices as soon as practicable using the level of priority and business impact information within Appendix E – EITS Processes and Procedures as guidance.
4. Communicate with Service Provider any changes required to the covered services identified in this SLA and its appendices as soon as practicable, within at most 90 days.
5. Communicate with Service Provider on issues regarding costs for covered services or billing issues/disputes as soon as practicable, within at most 90 days and within the same fiscal year as the billing issue/dispute.
6. Attend and have appropriate staff available for any scheduled meetings and on-site visits pertaining to issue(s) to be resolved.
7. Communicate with Service Provider on any changes to Partner points of contact listed in Appendix B – Partner Information as soon as practicable, within at most 90 days.

# 7 Approvals

## Service Provider Approvals

|  |  |
| --- | --- |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  [name]  Administrator | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  [name]  Chief IT Manager, Agency IT Services Unit | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  [name]  Chief IT Manager, Computing Services Unit | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  [name]  Chief IT Manager, Network Services Unit | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  [name]  State Chief Information Security Officer, Office of Information Security | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  [name]  Fiscal Lead | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  [name]  EITS Budget Analyst, Administrative Services Division | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date |

This SLA packet was developed and approved in consultation with counsel for EITS at the Nevada office of the Attorney General, as of July 20, 2022.

## Partner Approvals

By checking, Partner acknowledges their responsibility to consult with their legal counsel about the propriety of entering into the agreement.

By signing below, Partner and their representatives agree to be bound by this Service Level Agreement:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  [name]  [Title: Director/Deputy Director/Administrator/Deputy Administrator] | | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date | |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  [name]  [Title: IT Manager] | | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date | |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  [name]  [Title: Fiscal] | | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date | |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  [name]  Title | | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date | |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  [name]  Title | | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date | |
|  |  |  | |

# 

# Appendix A – Service Provider Information

Service Provider has agreed to communicate with Partner on any changes to information within this appendix as soon as practicable, within at most 90 days.

## 1. Points of Contact

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Contact** | **Title** | **Support Area** | **Phone** | **Email** |
| Timothy Galluzi | Administrator | EITS Operation and Fiscal Escalations | 775-684-5898 | [tim.galluzi@admin.nv.gov](mailto:tim.galluzi@admin.nv.gov) |
| Darla Dodge | Deputy Administrator | Service Level Agreements, Centralized Partner Management | 775-684-5825 | darladodge@admin.nv.gov |
| Jason Benshoof | Chief IT Manager | Agency IT Services | 775-687-9073 | [jdbenshoof@admin.nv.gov](mailto:jdbenshoof@admin.nv.gov) |
| Sean Montierth | Chief IT Manager | Computing Services | 775-684-4313 | [smontierth@admin.nv.gov](mailto:smontierth@admin.nv.gov) |
| Jon Mathews | Chief IT Manager | Network Services | 775 684-5843 | [jmathews@admin.nv.gov](mailto:jmathews@admin.nv.gov) |
| Robert Dehnhardt | State Chief Information Security Officer | Office of Information Security | 775-684-7322 | [rwdehnhardt@admin.nv.gov](mailto:rwdehnhardt@admin.nv.gov) |
| Eric Pennington | Project Management Office Manager | Partner Onboarding | 775-684-4726 | [epennington@admin.nv.gov](mailto:epennington@admin.nv.gov) |
| JoVon Sotak | Chief of Policy and Communications | ITAB Escalations | 775-684-5864 | [jsotak@admin.nv.gov](mailto:jsotak@admin.nv.gov) |
| Tiffany Morelli | Fiscal Lead | Fiscal and Budgeting | 775-684-4707 | tiffanymorelli@admin.nv.gov |
| EITS Service Desk | n/a | Technical Support, Issues, and Outages | 775-684-4333 | [eitsservice@admin.nv.gov](mailto:eitsservice@admin.nv.gov) |

# Appendix B – Partner Information

Partner has agreed to communicate with Service Provider on any changes to information within this appendix as soon as practicable, within at most 90 days.

## 1. Points of Contact

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Name** | **Title** | **Support Area** | **Phone** | **Email** | **Authorized to Approve Ad Hoc Billable Services?** |
|  | Director / Deputy Director / Administrator / Deputy Administrator | Agency Management with Contract Signature Authority |  |  |  |
|  |  | Technical Lead/IT Manager |  |  |  |
|  |  | End User Technical Support |  |  |  |
|  |  | Agency Information Security Officer |  |  |  |
|  |  | Fiscal and Budgeting |  |  |  |
|  |  | Partner Services |  |  |  |
|  |  | Designated Point of Contact for the Computing Services Unit’s Mainframe Services Team |  |  |  |
|  |  | Designated Point of Contact for the Computing Services Unit’s Business Productivity Suite |  |  |  |
|  |  | Designated Point of Contact for the Computing Services Unit’s Operations Team |  |  |  |
|  |  | Designated Point of Contact for the Computing Services Unit’s Server Team |  |  |  |
|  |  |  |  |  |  |

## 2. Budget Accounts

|  |  |  |
| --- | --- | --- |
| **Division/Unit** | **Budget Account** | **Notes** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

## 3. Business Plan

[ Partner to insert business plan file. This business plan is existing documentation that can take many forms (e.g., informal work plan, formalized strategic plan, etc.), and Partners are not being asked to create any new documentation for the purposes of this SLA.]

## 4. SELECTED SERVICES

Partner agrees to obtain and maintain budget authority for the following selected services provided by the Service Provider, as defined in Appendix D (please check all that apply):

PC/Lan Support

Agency IT support

Expanded Help Desk Support

Programmer/Developer

Database Administrator

Database Hosting – SQL

Business Productivity Suite

Unix Support

Mainframe Services

Print Management

Non-Server Hosting – Basic

Server Hosting – Basic

Server Hosting – Advanced

Server Hosting – Virtual

Disk Storage

SilverNet Tier

Web Services

Phone Line and Voicemail

PBX Network Service

800 Toll-Free Service

Long Distance

Microwave Site Space Rental

Microwave DS0 Circuit

Microwave DS1 Circuit

NCAS Card Reader

Security Assessment

Infrastructure Assessment

## 5. Information Technology Profile

[Partner discloses information about their agency’s information technology profile (e.g., websites associated with Partner’s agency, commercial off the shelf software, cloud-based software subscriptions, etc.) that may affect Service Provider’s ability to provide services, ensure the most economical use of the state’s information systems, and to collaborate Partner on any future enterprise technology initiatives and new service offerings.]

## 6. Technical Documentation

[Partner to insert any technical documentation (e.g., executed contracts, technical specifications, user guides, warranty information, etc.) for any applications that will be built or supported or for any services that have been or will be supported by Service Provider. To the extent components of existing technical documentation must be deemed confidential or otherwise proprietary, Partner shall include a page within this appendix referencing the existence of such a document so that it can be separately furnished to Service Provider but not housed with the signed SLA.]

# Appendix C – Service Level Agreement History

## 1. Prior SLAs

[Service Provider to insert all prior SLAs and agreements between Service Provider and Partner]

## 2. Amendments

[Service Provider to insert any amendments to this SLA, which must be signed by both parties]

## 3. Log of SLA Reviews, Amendments, and Changes

|  |  |  |
| --- | --- | --- |
| **Date** | **Description** | **Executed By** |
|  |  |  |
|  |  |  |
|  |  |  |

# Appendix D – Technical Services and Levels of Support

## Office of the Chief Information Officer



## Agency IT Services Unit



## Computing Services Unit



## Network Services Unit



## Office of Information Security



# Appendix E – EITS Processes and Procedures



# Appendix F – Applicable Policies

1. State of Nevada Information Security Policies, Standards, and Procedures, <https://it.nv.gov/Governance/Security/State_Security_Policies_Standards___Procedures/>
2. Criminal Justice Information Services Security Policy (2020), <https://www.fbi.gov/file-repository/cjis_security_policy_v5-9_20200601.pdf/view>
3. Nevada Criminal Justice Information System Administrative Policies (2018), <http://jlclient.dps.state.nv.us/JLINKDocumentation/Docs/Local/NCJIS/NCJIS%20Policies/NCJIS%20Administrative%20Policies.pdf>
4. Health Insurance Portability and Accountability Act Of 1996, <https://www.hhs.gov/hipaa/for-professionals/security/laws-regulations/index.html>
5. Payment Card Industry Data Security Standards, <https://www.pcisecuritystandards.org/pci_security/maintaining_payment_security>
6. Internal Revenue Service Publication 1075 (2021)

See mandatory federal disclosures regarding personnel, including contractors, who have access to federal tax information.



# Appendix G – Acronyms, Initialisms, Terms, and Definitions

|  |  |  |
| --- | --- | --- |
| Acronym | Term | Definition |
| ADA | Americans with Disabilities Act | Federal legislation that provides equal access protections to persons with disabilities and ensures that information on government websites is provided in an accessible format |
| AITS | Agency IT Services Unit | An EITS business unit that provides a variety of partner services and includes teams such as the Service Desk, Project Management, and Website Support |
| BPS | business productivity suite | A collection of email, software, and technology support benefits offered to EITS partners by the Computing Services team |
| CICS | Customer Information Control System® | This general-purpose transaction processing software subsystem works for a specific operating system, z/OS®, and authorizes users, allocates resources (real storage and cycles), and passes on database requests by the application to the appropriate database manager (such as DB2®) |
| CIN | Cloud Investment Notification | This process outlined in SAM 1618 requires all state agencies to submit a notification to EITS’ Enterprise Architecture team for any cloud-based software purchases with a value less than $50,000 |
| CIO | chief information officer | A technology leadership position responsible for strategic IT leadership, usually the head information technology officer within an agency; the EITS administrator may be appointed as the State CIO by the Governor to direct and advise on technology strategy for all state agencies |
| CISO | chief information security officer | A technology leadership position responsible for information security, usually the head information security officer within an agency; the State Chief Information Security Officer leads the EITS Office of Information Security and advises on information security for all state agencies |
| CJIS | Criminal Justice Information Services | The Criminal Justice Information Services is a division of the United States Federal Bureau of Investigation that is responsible for the CJIS Security Policy, which is a collection of information security requirements, guidelines, and agreements for protecting the sources, transmission, storage, and generation of criminal justice information |
| COTS | commercial off the shelf | Packaged software solutions available to purchase which are adapted aftermarket to the needs of the purchasing organization, rather than the commissioning of custom-made software solutions |
| Db2® | Db2 Database | An enterprise-ready relational database management software system available from IBM |
| DBA | database administrator | The information technician responsible for directing or performing all activities related to maintaining a database environment; also, a team within the EITS Agency IT Services Unit responsible for database-related services |
| DBaaS | database as a service | Also known as managed database service, this is a cloud computing service that lets users access and use a cloud database system without purchasing and setting up their own hardware, installing their own database software, or managing the database themselves |
| DBMS | database management system | A software package designed to define, manipulate, retrieve, and manage data in a database |
| DOA | Department of Administration | The State of Nevada department consisting of twelve divisions, including EITS, responsible for providing various centralized services to other state agencies |
| EA | Enterprise Architecture | A group within the EITS Office of the Chief Information Officer unit that manages the Technology Investment Notification (TIN) and Cloud Investment Notification (CIN) processes for technology-related purchases and procurements as part of its charter to create a statewide technology strategy and architecture |
| EITS | Enterprise IT Services Division | The division within the Department of Administration responsible with providing information technology services to state agencies under NRS chapter 242 |
| FTE | full-time equivalent | A calculation used in budgeting and organizational planning that is an employee's scheduled hours divided by the employer's hours for a full-time workweek (e.g., for a 40-hour workweek, employees who are scheduled to work 40 hours per week are 1.0 FTEs) |
| FTI | federal tax information | Sensitive personal and financial information about taxpayers that is protected by law under the Internal Revenue Code, or Title 26 of the United States Code |
| FTP | file transfer protocol | A way to transfer computer files from a server to a client on a computer network |
| GB | gigabyte | A unit of measurement for digital information equivalent to one billion bytes |
| GL | general ledger | Used for accounting and budgeting purposes, a standardized category for either expenditures or revenues |
| HEAT | n/a | See ITSM |
| HIPAA | Health Insurance Portability and Accountability Act of 1996 | A federal law that protects healthcare information by prohibiting unauthorized disclosure and by stipulating how personally identifiable information maintained by the healthcare and healthcare insurance industries must be protected from fraud and theft |
| I/O | input-output | The communication between an information processing system, such as a computer, and the outside world, possibly a human or another information processing system; inputs are the signals or data received by the system and outputs are the signals or data sent from it |
| IP | internet protocol | A set of rules for routing data so that it can travel across the internet and arrive at the correct destination |
| IPL | initial program load | For mainframe computing, the act of loading a copy of the operating system from disk into the processor's real storage and executing it |
| IRS | Internal Revenue Service | The federal agency that oversees regulatory guidance regarding federal tax information |
| ISO | information security officer | A technology position with specific responsibilities concerning information security policies; in Nevada, the responsibilities are set by State Security Standard 2.3.3 |
| IT | information technology | The use of any computers, storage, networking and other physical devices, infrastructure, and processes to create, process, store, secure and exchange all forms of electronic data |
| ITAB | Information Technology Advisory Board | A public body established by NRS 242.122 that serves to advise EITS and that may review IT plans of state agencies and review IT issues and policies to resolve any disputes with State agencies, if requested |
| ITSM | IT Service Manager | An online ticketing software tool formerly known as HEAT that receives all IT ticket requests from all EITS partner agencies and serves as the work queue for all EITS service units; see <https://helpdesk.nv.gov/HEAT/Default.aspx> |
| kBps | kilobytes per second | A unit of measurement for data transfer rates equivalent to 8,000 bits per second or  1,000 bytes per second or 8 kilobits per second |
| LAN | local area network | A local area network is a group of computers or other devices interconnected within a single, limited area, typically via ethernet or Wi-Fi |
| LPARs | logical partition servers | Logical partitioning is the ability to make a server run as if it were two or more independent servers |
| MB/s | megabytes per second | A unit of measurement for data transfer rates equivalent to 8,000,000 bits per second or 1,000,000 bytes per second |
| MFA | multi-factor authentication | A security technology that requires users to provide two or more pieces of evidence to verify their identity to gain access to a password-protected digital resource |
| NAC | Nevada Administrative Code | The codified administrative regulations of the executive branch of the State of Nevada that govern the activities of state agencies |
| NAS | network attached storage | A device that stores and shares data for multiple computers and that can be accessed remotely |
| NCAS | Nevada Card Access System | An enterprise access control system utilized by Nevada state agencies that have installed a “keyless” card reader for building access |
| NCJIS | Nevada Criminal Justice Information System | A conglomeration of applications and systems that facilitate criminal justice information sharing within the State of Nevada |
| NDA | non-disclosure agreement | A legally binding contract that establishes a confidential relationship |
| NRS | Nevada Revised Statutes | An annotated codification of all statute laws in Nevada |
| NTS | Network Transport Services | A group within the Network Services unit of EITS that provides transport of communications circuits for federal, state, and local government entities through a combination of microwave, fiber optics, and other wireless technologies |
| O365 | Office 365 | A cloud-based software as a service solution that combines the traditional Microsoft Office desktop applications, Microsoft application services, and some new productivity services |
| OCIO | Office of the Chief Information Officer | A unit within EITS that handles administrative oversight of the division |
| OIS | Office of Information Security | A unit within EITS that is independent of EITS operations EITS and is responsible for enterprise information security services, as well as planning, oversight, and governance of the State Information Security Program within the executive branch |
| OS | operating system | The software that supports a computer's basic functions, such as scheduling tasks, executing applications, and controlling peripherals |
| PBX | private branch exchange | A private telephone system within an enterprise that switches calls between users on local lines, while enabling all users to share a certain number of external phone lines |
| PC | personal computer | A multi-purpose computer whose size, capabilities, and price make it feasible for individual use |
| PCIDSS | Payment Card Industry Data Security Standards | Security guidelines for any company that accepts, stores, processes, or transmits credit card information |
| PDF | portable document file | A file format developed by Adobe in 1992 to present documents, including text formatting and images, in a manner independent of application software, hardware, and operating systems |
| PMO | Project Management Office | A team within the Agency IT Services unit of EITS responsible for onboarding new EITS partners; this team is distinct from and not associated with the SMART 21 project management team within the Governor’s Finance Office |
| QOS | quality of service | The use of mechanisms or technologies that work on a network to control traffic and ensure the performance of critical applications with limited network capacity |
| RFI | request for information | A process by which technical, cost, and other information is requested from vendors for planning purposes only |
| RFP | request for proposals | A solicitation process for goods and services managed by the Nevada State Purchasing Division and regulated by law |
| SaaS | software as a service | A software licensing and delivery model in which software is licensed on a subscription basis and is centrally hosted |
| SAM | State Administrative Manual | A reference of state policies and procedures maintained by the Governor’s Finance Office |
| SFTP | secure file transfer protocol | A file protocol for transferring large files over the web that includes security components |
| SLA | service level agreement | A document that defines the level of service a partner can expect from a provider, the metrics by which service is measured, and remedies or penalties should agreed-on service levels not be achieved |
| TIN | Technology Investment Notification | This policy requirement under SAM 1618 requires all state agencies to submit a notification to EITS’ Enterprise Architecture team for any information technology investments with an aggregated value of $50,000 or more |
| TSO | Time Sharing Option | An interactive time-sharing environment in mainframe computing |
| UAT | user acceptance testing | The final stage of any software development life cycle when actual users test the software to see if it can carry out the required tasks |
| UI | user interface | The series of screens, pages, and visual elements—like buttons and icons—that enable a person to interact with a computerized product or service |
| vCPU | virtual central processing unit | In cloud computing, a portion or share of the underlying, physical CPU that is assigned to a particular virtual machine |
| VMs | virtual machines | Software-defined computers within physical servers that exist only as code |
| VOIP | voice over internet protocol | The set of rules that makes it possible to use the internet for telephone or videophone communication |
| VPN | virtual private network | A method employing encryption to provide secure access to a remote computer over the internet |
| WAN | wide area network | A computer network in which the computers connected may be far apart, generally having a radius of half a mile or more |