

## Service Level Agreement (SLA)

Application & System Name	Customer Care Web
Sponsor(s)	
Sponsor Department	Delivery
Application & System Administrator(s)	Web Team Application Development IT Server Group IT Network Group IT Database Group IT Client Services Delivery Support Group
Service Providers	Web Team Delivery Support IT Operations, Technical Services, Client Services Information Security
Service Provider Departments	Corporate Communications Delivery IT

This SLA is between the Delivery Business Unit and the several technical entities expected to support Customer Care Web (CCW), delineated as "Service Providers" above. It refers to the minimum service level between the included parties to provide daily availability of the CCW application to customers. This project is a key driver of future Customer Relationship Management, and it is the intent of Delivery that the CCW system be available to customers whenever the data backend is available.

### System Overview

The business goal is to provide functionality to customers via a Web interface in a manner that is consistent with business rules used by both Customer Service Representatives and the logic in the Billing and Payment application on the IVRU. This Phase of the project creates the building blocks for the core, secure business transactions common to all customers. Modifications specifically for customer segments (ex: builders, realtors, large corporate customers, assistance agencies) will be addressed in future phases, as will be bill viewing and online bill payment.

**Business Features:**

Start Service  
Stop Service  
Transfer Service  
Check Account Information  
Start/Cancel Budget Pay  
Set Up Payment Arrangements  
Premise Usage History  
Billing/Payment History  
Request Documents  
Payment Methods Page  
Update Personal Information  
View Next Meter Read Dates

**Administrative Features:**

Registration:  
Account Manager  
Login Page  
Registration Page  
Forgot Password  
Contact Us  
Feature Demos  
FAQs

**Other Technical Features:**

E-mail and Order Handling System  
Reporting

**Users:**

customers  
Customer Service Representatives

**Stakeholders:**

Corporate Communications  
Delivery

**Definitions**

<To be added>

**Agreement Term**

**Term**

This SLA will be reviewed every six months for possible revision.

**Extension**

N/A

**Definition of Services**

**Corporate Communications Web Team**

Application Systems Maintenance (except )  
Application Graphical User Interface Design, Planning and Maintenance  
Application Architecture Design, Planning and Maintenance  
Application Database Design, Planning and Maintenance (except )  
Application Backups in the Production Yellow and Blue environments  
Application Disaster Recovery (except )  
Application Usage Monitoring, incl. monthly Service Provider monitoring

**IT Operations**

Systems Backup and Recovery (except Production Yellow & Blue envir.)  
Network and Systems Monitoring  
Support Center Problem Management

**IT Technical Services**

Server Management  
Server O/S Installation and Maintenance, incl. Version upgrading  
Performance Management  
Hardware Installation and Maintenance  
Server Architecture Design, Planning and Implementation  
System Administration for E-mail, SMS, SAN, backups, anti-virus, etc.  
Storage Management  
Server Disaster Recovery  
Server Anti-virus Installation and Maintenance  
Network Management  
LAN Maintenance  
Firewall Maintenance  
DSN Maintenance  
Network Disaster Recovery  
Database Management  
SQL Server Maintenance, incl. Version upgrading  
Capacity Planning  
Performance Management  
Database Disaster Recovery

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**IT Client Services**

Single Sign-on System Management  
Component Maintenance, incl. Version upgrading  
Capacity Planning  
Performance Management  
SSO Disaster Recovery

**Information Security**

Security oversight of IT Operations, Technical Services, Client Services; of  
Delivery Support Group; and of Web  
Team

**Delivery**

**Support Group**

Systems Design, Planning and Maintenance  
Disaster Recovery

**Equipment and facilities:**

Equipment specific to the Customer Care project is all located on the second floor of . It falls into three runtime environments:

**Development Environment (on VMWare ) – See Appendix A**

**Test Environment (on VMWare ) – See Appendix B**

**Production Environment – See Appendix C**

Safety and security requirements and procedures follow those already in place at

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**Roles and Responsibilities**

The roles and responsibilities of the Customer Care Web service providers are defined under Definition of Services, above.

**Contact Information**

Web Team

Technical

	Phone #	Cell Phone #

Design

	Phone #	Cell Phone #

Content

	Phone #	Cell Phone #

IT Operations

Primary contact:

Secondary contact:

IT Technical Services

Server

Primary contact:

Secondary Contact:

Network

Primary contact:

Secondary contact:

Database

Primary contact:

Secondary contact:

IT Client Services

Primary contact:

Secondary contacts:

Information Security

Primary contact:

Secondary contact:

Delivery Support Group

Primary contact:

Secondary contact:

**Service Requirements**

**Service Intervals and Time Periods**

It is understood by the client (Delivery) that the current Customer Care Web (CCW) production environment is being managed with an emphasis on containing cost, and with minimum failover capabilities. As a result, the client has accepted the possibility that there may be unexpected CCW outages of several hours during the seven-day week. The application has been written such that customer-friendly “not available” notices will be displayed during these times. It is, however, the intent of Delivery that the CCW system be available to customers whenever the data backend is available, and that the best effort of the Service Providers listed herein be put forth to resolve issues in a timely manner, to maintain this schedule. The current availability/unavailability schedule is as follows:

Day(s)	Time/MST	Description
Monday - Friday		Application & DB2 online and Network available to end users
Saturday		Application & DB2 online and Network available to end users
Saturday		System unavailable for full system backups, application & DB2 online unavailable to end users
Third Wednesday - Thursday of each month		Monthly IT maintenance window. System may be unavailable during all or part of this time.
Sunday - Friday		System unavailable for scheduled maintenance.
Sat - Sun		System unavailable during weekly mainframe maintenance
Sunday		Application & DB2 online and Network available to end users
Monday - Friday		application available to all end users for online and batch transactions
Saturday - Sunday		application available to all end users for online and batch transactions

During the above noted planned down times, the CCW application will post a “not available because of planned maintenance” notice.

**Method for Notification**

**Routine**

Routine service request notification will take place as pictured in the Customer Care Web Service Support diagram (Appendix D). External customer contact will come through e-mails sent via an E-mail Handler (1), through the Interactive Voice Response Unit (IVRU, 2), or through the Switchboard (3). The Switchboard will re-direct

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customers to the IVRU (4). Customers can connect directly to a CSR in the CSR Pool through the IVRU (5), and e-mails will periodically be transferred to the CSR Pool from the E-mail Handler (6). The CSR will (a) help the customer complete the Customer Care transaction, (b) complete the transaction via \_\_\_\_\_ or (c) for technical issues not resolvable by CSRs have IT Support Center generate a ticket (7). The Support Center generated ticket will routinely be passed on to the \_\_\_\_\_ Web Team for processing (8) and possible forwarding on to other groups (9 through 13). The Web Team will coordinate resolution of the problem and will use eHD Queue to issue responses and closure for the problem ticket. The Web Team will call or email the customer with an explanation of the problem resolution when the customer requests a response.

For employees that call the \_\_\_\_\_ Support Center directly with Customer Care web questions or problems (14), they will be redirected to the IVRU (15) and/or a ticket will be created for the \_\_\_\_\_ Web Team (8).

**A ticket would be created for all application errors.** Problem Ticket should contain:

- Customers name
- \_\_\_\_\_ account number they were using.
- User Name for Customer Care Web application, *if they have one.*
- Web browser and version.
- Web page they were on.
- What they were doing at the time of the problem.
- The error message they received.
- If customer would like a response:
  - phone number
  - email address

**Non-routine**

There may be non-routine issue support provided directly by the Web Team, though this communication link is not encouraged.

**Emergency**

After hours emergencies should be routed to the Web Team through IT Operations and the IT Computer Operations On-call List.

There may be circumstances when direct, working-hours emergency contact to other groups is initiated (16 through 19) -- the exact circumstances for this direct secondary communication to be specified in writing from the Web Team to the \_\_\_\_\_ Support Center. The need for this direct contact will be better established as support for Customer Care web becomes more routine. Direct CSR or Switchboard communication with the technical entities shown is discouraged.

### **Performance Standards**

#### **Standard**

It is expected that the Service Providers listed herein put forth their best effort to resolve any CCW issues in a timely manner, to meet the availability schedule shown above.

#### **Monitoring**

CCW availability will be monitored through Portal logs. Monthly reports will be provided to the client associating down time lengths with causes. It is anticipated that these reports will point out weaknesses in Service Provider capabilities.

#### **Failure to Perform**

Service Provider failure to perform with reasonable dispatch will be brought to the attention of the client through monthly monitoring reports. Repeated failures to perform will dictate the necessity of a meeting between the client and the Service Provider(s) involved, to resolve the issue(s).

### **Periodic Reviews**

#### **Review**

This SLA will be reviewed every six months for possible revision.

#### **Audit and Inspection Rights**

Service Provider performance will be tracked monthly by the client through Portal availability logs. The client retains the right to inspect any and all available CCW system performance information, and to ask for periodic reports from Service Providers.

### **Termination**

#### **Termination for Cause**

SLA termination is at client discretion.

#### **Election Not to Renew**

Election not to renew SLA is at client discretion.

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**Approvals**

Sponsor Approval: \_\_\_\_\_ Date: \_\_\_\_\_  
Gen. Mgr. Cust. Serv. and Metering

Client Admin. Approval: \_\_\_\_\_ Date: \_\_\_\_\_  
Mgr. Cust. Serv.

Service Provider Approval: \_\_\_\_\_ Date: \_\_\_\_\_  
Mgr. Web Dev. and Maint.

Service Provider Approval: \_\_\_\_\_ Date: \_\_\_\_\_  
CIS Support Lead

Service Provider Approval: \_\_\_\_\_ Date: \_\_\_\_\_  
Mgr. IT Operations

Service Provider Approval: \_\_\_\_\_ Date: \_\_\_\_\_  
IT Bus. Acct. Mgr.

Service Provider Approval: \_\_\_\_\_ Date: \_\_\_\_\_  
Mgr. Information Security

## **APPENDIX A**

### **Customer Care Development, Runtime Topology**



## **APPENDIX B**

### **Customer Care Test Environment, Runtime Topology**



## **APPENDIX C**

### **Customer Care Production Environment, Runtime Topology**



## APPENDIX D

