



Enterprise GIS

Service Level Agreement

Version 1
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Document History

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1. OVERVIEW

The Internal Services Department (ISD) Enterprise Geographic Information Systems (eGIS) Group aims to serve as a GIS Center of Excellence across all county departments and end users. Our goal is to support the eGIS member community through the development, design and delivery of innovative GIS technology solutions that enables County departments to excel in their work and the provision of vital programs and services to citizens throughout the County of Los Angeles.

To that end, the eGIS Group aims...

- To back Countywide policy making and best practices in support of eGIS users and the advancement of GIS technology
- To support and help to grow the eGIS Member community
- To provide core GIS products, tools and technology solutions for County departments
- To build, enhance and support the growth of the County's GIS infrastructure

2. PURPOSE AND SCOPE

The overarching goal of this Service Level Agreement (SLA) is to outline the service levels, as well as the terms and conditions governing the use of Geographic Information Systems (GIS) data, products and services provided by the ISD eGIS Group, such as:

- 1) The overall scope of services provided
- 2) Hours of operation, response times and maintenance associated with these services
- 3) Support processes
- 4) Disaster recovery and planned outages
- 5) Change order requests
- 6) Responsibilities of the eGIS Group as a provider of these services
- 7) Responsibilities of the client receiving these services

The scope of this SLA covers the following main service areas for which the eGIS Group is responsible:

- 1) eGIS Data Services
- 2) eGIS Online Mapping Services
- 3) eGIS Applications
- 4) eGIS License Management Services
- 5) eGIS Training & Support Services
- 6) GIS Solutions (custom eGIS solutions)

These service areas are described in greater detail in the eGIS Services Catalog. Any service above and beyond the scope of the above mentioned main service areas as described in the Services Catalog will be considered a premium service. These premium services will be handled under the GIS Solutions service area and require an ISD service request. Review [eGIS Premium Services](#) in the Appendix for examples and more detail.

3. ROLES & RESPONSIBILITIES

This section of the SLA defines the specific roles and responsibilities of the various parties to this agreement.

Primary Stakeholders

- 1) Service Provider: ISD eGIS Group (eGIS@isd.lacounty.gov)
 - eGIS Client Representative: (See [eGIS Client Representative Directory](#))
- 2) Client GIS Contact or GIS Manager: (based at client site)

Service Provider (eGIS) Responsibilities

- 1) The eGIS Group will provide a secure and stable environment for all data, services, and applications covered under the scope of this agreement*
- 2) Provides timely resolution, response and support of all requests for services
- 3) Sends appropriate email notification for all scheduled maintenance and unplanned events
- 4) Provides support for technical issues with desktop GIS software usage and licensing
- 5) Prioritizes all new requests appropriately as based on current workload and project criticality
- 6) Assigns an eGIS Client Representative to the client – this eGIS Client Representative acts as a liaison between the Client and the eGIS Group, and will make themselves available to meet twice per service agreement term, typically initiating meetings at the beginning and midterm of the period to evaluate issues, as well as current and future GIS needs (additional meetings may be arranged by mutual agreement)

**eGIS Group is not responsible for software/hardware or network issues hosted outside ISD (e.g. Network issues normally handled by Midrange Computing Division (MCD))*

Client Responsibilities

- 1) Designates at least one primary GIS contact to liaison between eGIS and the Client
- 2) Is required to install GIS software
- 3) Documents or provides communication on policy implications or responsibilities as it pertains to GIS implementation within their department
- 4) Is responsible for own data, services, code and applications not provided by eGIS
- 5) Makes own GIS data, code and knowledge base available to all other eGIS members as appropriate
- 6) Utilizes the [Support Request Model](#) for submitting service requests

4. GENERAL PROVISIONS

The following provisions apply to all services provided by the eGIS Group.

Hours of Operation

Normal operation hours are 7:30am to 5pm Monday through Friday, and closed on County holidays. The eGIS Group will provide support via phone, email and/or Go-To-Meeting to eGIS Members during normal weekday support hours. Support outside of normal business hours will be provided as mutually agreed upon by both parties. Emergency support for production related issues will be handled on a case by case basis using available resources.

Any issue after 5pm weekdays or before 7:30am, and on holidays and weekends, will be handled by the ISD Customer Assistance Center (CAC) Help Desk (562-940-3305). All eGIS Members (clients) should alert the eGIS Group of any mission critical applications to ensure that the parties needed to support such applications are notified.

Prioritization & Response Times

The following table defines prioritization or severity levels based on potential impacts, categories and whether or not specific issues affect public facing applications, etc. Primarily, prioritization will be defined following the guidelines below, but response outside normal hours of operation will be at the discretion of the eGIS Group.

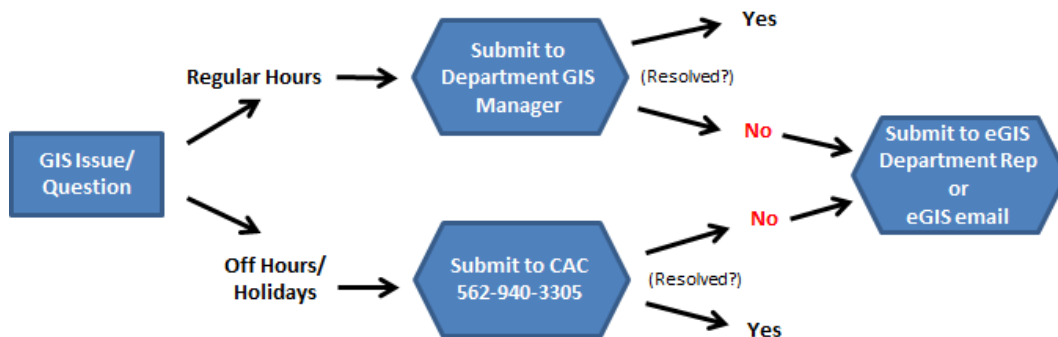
Priority	Description	Impact	Examples	Acknowledgement Within...
High	A severe or complete loss of service, usually due to a stopped or severely impacted production system. Important system functionality is unavailable or intermittently available. The operation is mission critical to the business.	Countywide, Public Facing	Data corruption, hardware failure, stopped production services, system crash or failure; e.g. PAIS, GIS Viewer	Within 30 minutes
Medium	A minor loss of service. The impact is not mission critical, but an inconvenience. A workaround is available.	Department wide (internal users)	Application malfunction, data issue.	Within 2 hours
Low	This is for planned, informational and enhancement requests, as well as new requests outside the scope of this SLA. The result does not impede or affect the current GIS systems operations.	Single user	General inquiry, technical software issue or question, non-mission critical data inquiry.	Within 2 working days

Support Request Model

There are two scenarios for support that all eGIS Members should follow: 1) General GIS inquiries and mapping questions, 2) Production-related or application issues.

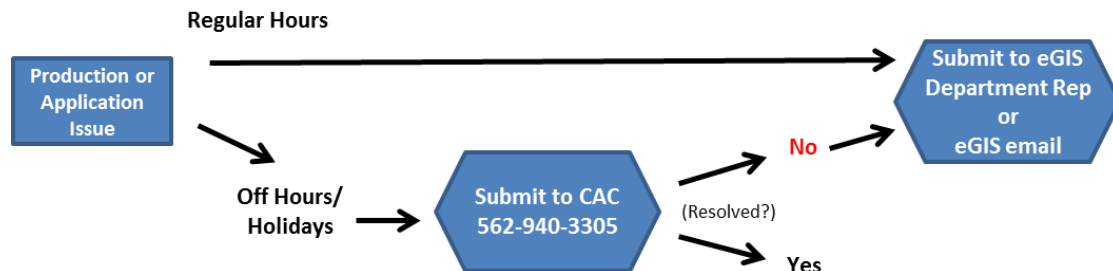
In all circumstances, it is encouraged that all eGIS Members include their GIS Manager (or a primary GIS contact within the client's department) on any communications requesting support.

1) General GIS Inquiries and Mapping Questions:



- For general GIS inquiries and mapping support, such requests should first be directed to the Client's GIS Manager or a department's primary GIS contact
- Any questions or issues that a Client GIS Manager cannot resolve will be escalated to the department's eGIS Client Representative or the eGIS email
- During non-operational, holiday or off hours should be submitted to the Customer Assistance Center (CAC) (562-940-3305); the CAC maintains a list of all eGIS applications where during off hours, they will contact the appropriate eGIS Staff to respond to the request

2) Production-Related or Application Issues



- For production-related or applications issues, users or application data owners can email the eGIS Group directly (eGIS@isd.lacounty.gov)
- During non-operational, holiday or off hours should be submitted to the Customer Assistance Center (CAC) (562-940-3305); the CAC maintains a list of all eGIS applications where during off hours, they will contact the appropriate eGIS Staff to respond to the request

Disaster Recovery

Disaster recovery is handled and defined by the processes of ISD's Midrange Computing Division (MCD). The eGIS Team is also not responsible for disaster recovery or uptime of applications/software hosted outside ISD (e.g. ArcGIS Online).

Planned Outages

MCD has a scheduled outage window every Tuesday from 6pm to 6am, and the third Saturday of every month to apply as needed and critical patches to servers. Use of this time slot will be used at the discretion of MCD staff based on needed.

Change Orders

Additional requests for changes that are outside the scope of this SLA will require a new Service Request. For example:

- Port opening
- Create/configure new server
- Host new database for a specific Client
- Demographic forecast data and analysis
- Training outside the normal ArcMap, GIS Viewer and Parcel Viewer trainings provided by the eGIS Team

Paperwork for change orders should be submitted to eGIS, after which they will be routed to appropriate parties as needed.

5. SERVICE LEVELS & METRICS

The specific services outlined in this section are grouped into the following categories:

- Data Services
- Online Mapping Applications
- Applications, License Management
- Training and Support
- GIS Solutions

Each service level is followed by a responsibility matrix which helps to link service level issues with eGIS Group staff members. Information on how to contact these eGIS staff members can be found in the Appendix under [ISD eGIS Contacts](#).

eGIS Data Services

Description:	The eGIS Group works to ensure the ongoing availability and maintenance of a GIS data repository that serves as a central hub of authoritative countywide GIS data for all eGIS Members.
Metric:	<p>Availability - The eGIS Group shall maintain the data repository at 99.99% availability during standard business hours</p> <p>Currency & Completion - The eGIS Group shall manage automated data updates and procedures to run as scheduled within a 98% success rate of completion.</p> <p>Data Removal and Changes - All eGIS members will be notified 1 week prior to the deletion or change of any data layers within the eGIS repository.</p> <p>Security -The eGIS Group will appropriately apply the correct user roles to data owners and eGIS members with regards to access to data within the eGIS repository</p> <p>Response Times - Responding within the correct timeframe as defined under Prioritization & Response Times</p>
Tracking:	The eGIS catalog spreadsheet and data layer tracking website

The matrix below will help direct your questions to the correct staff member, based upon the following categories:

- Systems – Repository infrastructure management, including database, network, storage, and technology
- Access – establishing passwords and connection information to the Repository
- Automation – developing update scripts, spatial analytics, and other automation tools
- Data Management - managing the upload, update, and catalog of GIS Data in the Repository

eGIS data services support matrix:

	Christine Lam	Jason Chen	Junior Togelang	Tia Morita	Tom Weisenberger	Yoko Myers
Systems		X	X		X	X
Access	X	X	X	X		X
Automation		X	X		X	
Data Management				X	X	X

eGIS Online Mapping Services

Description:	GIS Web services are used to embed geographic tools within applications. The eGIS Program uses Esri's ArcGIS Server technology, Microsoft SQL Server and other open source technologies to maintain web services that enable code and data re-use to increase development speed and reduce development cost. These include: map services, geocoding services, querying services, identification services and optimized search services.
Metric:	Availability - 24 hours a day, 365 days a year, except for planned outage times specified above, with a 99.9% uptime Response Times - Responding within the correct timeframe as defined under Prioritization & Response Times
Tracking:	The eGIS Team uses Geocortex Optimizer and ISD-MCD's NetIQ for regular monitoring and system check reporting on applications, map services and servers. Access to the Optimizer reports can be made available to eGIS Members upon request.

eGIS online mapping services matrix:

		Christine Lam	Christopher Chapman	Junior Togelang	Tom Weisenberger	Yoko Myers
Map Services				X	X	
Geocoding					X	
Query			X	X	X	
Routing		X	X		X	
Identification				X		
Optimized Search	X					

eGIS Applications

Description:	Web-based GIS applications provide GIS capabilities to a broad audience, including management, staff, and the public without the need for dedicated software, and accessible from desktop and mobile platforms. Countywide applications include: Services Locator, District Locator, GIS Viewer, Parcel Viewer, Geocortex Application Development Framework, and Pictometry products
Metric:	Availability – 24 hours a day, 365 days a year, except for planned outage times specified above, with a 99.9% uptime Response Times – Responding within the correct timeframe as defined under Prioritization & Response Times
Tracking:	The eGIS Team utilizes Geocortex Optimizer and ISD-MCD’s NetIQ for regular monitoring and system check reporting on applications, map services and servers. Access to the Optimizer reports can be made available to eGIS Members upon request. 123LogAnalyzer is also used to track usage and performance

eGIS applications support staff matrix:

	Christine Lam	Junior Togelang	Tom Weisenberger	Yoko Myers	Kimberly Jo (CIO)
Services Locator		X			X
District Locator		X	X		
GIS & Parcel Viewer	X				
Geocortex Framework	X			X	
Application Hosting		X	X	X	

eGIS License Management Services

Description:	The eGIS Program manages Countywide GIS software maintenance and services agreements to ensure access to new software versions, technical support, and reduced administration costs for departments. Departments purchase and maintain GIS software and services through these agreements.
Metric:	Availability – 24 hours a day, 365 days a year, except for planned outage times specified above, with a 99.9% uptime Response Times – Responding within the correct timeframe as defined under Prioritization & Response Times
Tracking:	OpenLM tracks usage.

License management support staff matrix:

	Junior Togelang	Yoko Myers	Flora Valenzuela
Esri License		X	X
OpenLM Monitoring	X	X	
Google	X		
Microsoft Bing	X		

eGIS Training & Support Services

Description:	The eGIS Group creates and holds GIS training on a regular basis. The subscription to eGIS also includes a limited number of support hours that can be used to request maps, technical support, application development, automation, etc. that leverage the substantial expertise of eGIS Group Staff. Support hours are calculated as 4% of eGIS Membership cost.
Metric:	<p>Availability - Regular support is offered during normal business hours (Monday through Friday, 7:30 AM – 5:00 PM), while support outside of business hours is handled via the CAC support desk; training is available as scheduled</p> <p>Response Times – Provides timely resolution of support tickets within the acceptable time limits outlined under Prioritization and Response Times</p>
Tracking:	Support hours are tracked by each Departmental Liaison in an excel worksheet on a shared network drive available only to the eGIS Group

eGIS training and support services staff matrix:

	Christine Lam	Tia Morita	Yoko Myers	Satya Choday (Section Mgr.)
Desktop Training	X	X	X	
GIS Viewer Training	X		X	
Parcel Viewer Training	X			
Support & Specialized Training				X

GIS Solutions (custom eGIS solutions)

Description:	The eGIS Group provides the following consulting services: custom data and maps, custom built tools, analysis and research, application development, and demographic research. Documentation for expertise in GIS related areas, including demographics, statistics, cartography, graphic design, programming, and GIS analysis, is available upon request.
Metric:	Availability - Normal business hours: Monday through Friday, 7:30 AM - 5:00 PM Delivery - Completes project deliverables within the timeframe defined by an ISD Service Request
Tracking:	By service request

eGIS custom solutions support staff matrix:

	Alexander Ruiz	Christine Lam	Christopher Chapman	Durga Niraula	Howin Song	Jason Chen	Junior Togelang	Kim Vu	Leon Peng	Tia Morita	Tom Weisenberger	Victor Chen	Yoko Myers
Custom Data	X	X	X	X	X	X			X	X	X	X	X
Custom Maps		X	X						X	X			X
Custom Tools			X			X	X	X		X			X
Analysis and Research		X		X	X				X	X	X	X	X
Application Development			X			X	X	X		X			
Demographic Research		X		X					X		X		

6. SERVICE LEVEL REVIEW & AMENDMENTS

This agreement will be reviewed annually during renewal of the service term. However, in lieu of a review during any period specified, the current agreement will remain in effect.

Contents of this document may be amended, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties.

Should this SLA be amended, a notification to the Client will be made one month in advance via email.

This SLA may be terminated by either party given 60 days advance notice.

7. APPROVALS

(<Name>, Primary GIS Contact, <Department>)

(Date)

(<Name>, eGIS Client Representative, ISD/eGIS)

(Date)

(<Name>, <Role>, <Department>)

(Date)

(<Name>, <Role>, <Department>)

(Date)

8. APPENDIX

eGIS Client Representative Directory

Customer	Customer Name	Primary Contact	eGIS Representative
ACC	Dpt. of Animal Care and Control	Johan Wu	Jason Chen
ACWM	Ag. Commissioner Weights & Measures	Mauricio Lucero	Tom Weisenberger
ARTS	County of LA Arts Comm.	Brandon Turner	Tia Morita
ASSESSOR	Office of the Assessor	Emilio Solano	Tom Weisenberger, Tia Morita
CAO_RED	CEO - Real Estate Division	Roger Hernandez	Tia Morita
CDC	Community Development Commission	Michael Chong	Jason Chen
CIO	Chief Information Office	Mark Greninger	All
CORONER	Dpt. of Medical Examiner-Coroner	Brian Cosgrove	Junior Togelang
COS	County Office of Sustainability	Howard Choy	Christine Lam
CSS	Community & Senior Services	Jose Rivas	Tom Weisenberger
DAC	Dpt. of Auditor-Controller	Robert Davis	Tia Morita
DBH	Dpt. of Beaches and Harbors	Cesar Espinosa	Christine Lam
DCA	Dpt. of Consumer & Business Affairs	Kirk Shelton	Tia Morita
DCFS	Dpt. of Children & Family Services	My Trinh	Yoko Myers
DHS	Dpt. of Health Services	Phuong Nguyen	Jason Chen
DMH	Dpt. of Mental Health	Vandana Joshi	Jason Chen
DPH	Dpt. of Public Health	Douglas Morales	Christine Lam
DPSS	Dpt. of Public Social Services	David Ahia	Yoko Myers
DPW	Dpt. of Public Works	Marianne Jeffers	Christine Lam, Tom Weisenberger
DRP	Dpt. of Regional Planning	Nick Franchino	Yoko Myers
ISD	Internal Services Dpt.	Satya Choday	All
LACOE	Office of Education	Evelyn Kwan	Yoko Myers
LACoFD	LA County Fire Dpt.	Tim Smith	Tom Weisenberger
LAHSA	LA Homeless Services Authority	Jorge Gonzalez	Tia Morita
LASD	Sheriffs Dpt.	Wendy Harn	Junior Togelang, Tom Weisenberger
LIBRARY	LA Public Library	Migell Acosta	Junior Togelang
OEM	CEO - Office of Emergency Mgt.	Margaret Carlin	Yoko Myers, Junior Togelang
PARKS	Dpt. of Parks and Recreation	Jeremy Bok	Tom Weisenberger
PROBATION	Probation Dpt.	Thida Van	Jason Chen
RRCC	Registrar-Recorder / County Clerk	Kenneth Bennett	Christine Lam
TTC	Treasurer Tax Collector	Kenneth Press	Tom Weisenberger, Tia Morita

ISD eGIS Contacts

Contact	Title	Phone	Email
Crystal Cooper	Division Manager	(562) 940-2910	CCooper-Murrell@isd.lacounty.gov
Satya Choday	Section Manager	(562) 940-2033	SChoday@isd.lacounty.gov
Alexander Ruiz	Sr. Application Dev.	(562) 940-0822	ARuiz@isd.lacounty.gov
Christine Lam	Application Dev.	(562) 940-3844	clam2@isd.lacounty.gov
Christopher Chapman	Sr. Application Dev.	(562) 940-3179	CChapman@isd.lacounty.gov
Durga Niraula	Sr. Application Dev.	(562) 940-2081	DNiraula@isd.lacounty.gov
eGIS Team			eGIS@isd.lacounty.gov
Flora Valenzuela	Sr. Info. Technology Aide	(562) 940-2038	FZazueta-Valenzuela@isd.lacounty.gov
Howin Song	Sr. Application Dev.	(562) 940-2017	HSong2@isd.lacounty.gov
Jason Chen	Sr. Application Dev.	(562) 940-2198	Jason.Chen@isd.lacounty.gov
Junior Togelang	IT Specialist I	(562) 940-2230	JTogelang@isd.lacounty.gov
Kim Vu	Sr. Application Dev.	(562) 940-2184	KVu@isd.lacounty.gov
Leon Peng	Sr. Application Dev.	(562) 940-3234	LPeng@isd.lacounty.gov
Tia Morita	Application Dev.	(562) 658-1756	TMorita@isd.lacounty.gov
Tom Weisenberger	Sr. Application Dev.	(562) 940-2193	TWeisenberger@isd.lacounty.gov
Victor Chen	Princ. Application Dev.	(562) 658-1799	VChen@isd.lacounty.gov
Yoko Myers	Princ. Application Dev.	(562) 940-2181	YMyers@isd.lacounty.gov

eGIS Premium Services

Any service above and beyond the scope of the above mentioned main service areas provided under [General Provisions](#) is considered a Premium service.

Example and cost breakdown of such services are:

- Cache (Total: \$100.20 per month/\$1,202.40 per year)
 - Labor: \$65 per 30 minutes per month
 - Storage: \$35.20 per 40 GB per month

- Database Hosting (Total: \$160 per month/\$1920 per year)
Includes administrative settings (creating database, enabling SDE logins and setting permissions), troubleshooting (e.g. slowness), loading/testing data, monthly rolls, ongoing maintenance
 - Labor: No initial set-up charge; \$130 per hour at 2 hours per month
 - Storage: \$0

- Custom Training for Specific Projects (Total: \$992 per project)
Includes 2 hours instructor-led training for up to 8 people; on-site; manual and software provided for training purposes

- Other Premium Services (Costs dependent upon scope)
 - Application Development (e.g.: web services, customize service locators, LMS access and WordPress Site, customized Geocortex Viewers)
 - Research & Development/R&D (e.g.: analysis, mapping, data cleansing)