|  |  |
| --- | --- |
| **THE UNITED REPUBLIC OF TANZANIA** | |
| Applicable Public Institution  **<<insert the name of the Institution >>** | **Document Title**  Operational Level Agreement (OLA) |
| **Document Number**  <<Insert your own document reference code>> |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| PPROVAL | Name | Job Title/ Role | Signature | Date |
| Approved by | <<Name of AO>> | <<Title e.g. CEO>> | <<Signature>> | <<Date>> |

**Table of Contents**

[1. INTRODUCTION 2](#_Toc89278380)

[**1.1.** **Overview** 2](#_Toc89278381)

[**1.2.** **Rationale** 2](#_Toc89278382)

[**1.3.** **Purpose** 2](#_Toc89278383)

[**1.4.** **Scope** 2](#_Toc89278384)

[2. Operational Level Agreement 3](#_Toc89278385)

[**2.1.** **Service Agreement** 3](#_Toc89278386)

[**2.1.1.** **Service Scope.** 3](#_Toc89278387)

[**2.1.2.** **User Department/Units Roles and Responsibilities** 3](#_Toc89278388)

[**2.1.3.** **ICT Department/Units Roles and Responsibilities** 4](#_Toc89278389)

[**2.1.4.** **Service Assumptions** 4](#_Toc89278390)

[**2.2.** **Service Management** 5](#_Toc89278391)

[**2.2.1.** **Service Availability** 5](#_Toc89278392)

[**2.2.2.** **Service Measurement** 5](#_Toc89278393)

[**2.2.3.** **Service Reporting** 6](#_Toc89278394)

[**2.2.4.** **Service Requests** 6](#_Toc89278395)

[**2.2.5.** **Service Maintenance** 7](#_Toc89278396)

[**2.2.6.** **Service Exceptions** 7](#_Toc89278397)

[3. IMPLEMENTATION, REVIEWS AND ENFORCEMENT 8](#_Toc89278398)

[4. GROSSARY AND ACRONYMS 8](#_Toc89278399)

[**4.1.** **Glossary** 8](#_Toc89278400)

[**4.2.** **Acronyms** 8](#_Toc89278401)

[5. RELATED DOCUMENTS 8](#_Toc89278402)

[6. DOCUMENT CONTROL 8](#_Toc89278403)

[**APPENDIX I: AGREEMENT FORM BETWEEN CUSTOMER AND SERVICE PROVIDER** 9](#_Toc89278404)

# INTRODUCTION

## **Overview**

The development of Information and Communication Technology (ICT) has strong potentials in **<< include the name of the institution >>** to improve efficiency and effectiveness in internal and external services delivery. **<< Include the name of the institution >>** established **ICT Department/Unit** to put the strategic and operational management of ICT within the principles of ICT Governance and within the context of **<<include the name of the institution>>** strategic directions.

The Operational Level Agreement (“OLA”) is the document that represents service agreement between the service provider and the client, by documenting the working relationships and response times for supporting services. The Document explicitly states the roles, responsibilities, actions, processes, and policies involved so that a particular SLA can be fulfilled by the **ICT Department/Unit**.

## **Rationale**

**<< Include the name of the institution >>** need to meet its objective of improving services and increasing productivity. On achieving the provision of efficient services delivery **<< include the name of the institution >>** has developed Operation Level Agreement (OLA) to obtain mutual agreement for services provision between **<< include the name of the institution >>** Departments/Units and ICT Department/Unit.

## **Purpose**

The purpose of this document is to ensure that the proper elements and commitments are in place to provide consistent ICT service support and delivery to the **<< include the name of the institution >>** staffs by the ICT Department/Unity, as well as tracking internal services commitments such as response time for incidents or problems assigned to ICT Department/Unit, availability of servers supporting various applications and etc.

## **Scope**

This OLA is applicable to any **<< include the name of the institution>>**’s service user Department/Unit and ICT Department/Unit.

# Operational Level Agreement

## **Service Agreement**

In order for **<< include the name of the institution>>** to effectively support Operational Level Agreements, Service Level Agreements and/or other dependent agreements, policies, processes and/or procedures, specific service parameters must be defined.

## **Service Scope.**

The Operational Level Agreements (OLA) between the **<< include the name of the institution>>** ICT Department/Unit and other Units will cover the following services.

**<<The Public Institution should list all the services that are covered by this agreement. The table below is an example>>**

|  |  |
| --- | --- |
| **S/No.** | **Service** |
|  | Software licensing & patching |
|  | Internet Services |
|  | Software updates and upgrades |
|  | Application server backup and recovery |
|  | Application data backup and recovery |
|  | User security & account management |
|  | Automated monitoring-server, mainframe, network |
|  | Printers and Scanners Services |

## **User Department/Units Roles and Responsibilities**

The following are the **<< include the name of the institution>>**’s user Departments/Units roles, responsibilities and/or requirements in support of this Agreement include:

1. Adherence to any related policies, processes and procedures.
2. Appropriate incidents and/or request prioritization as previously outlined and/or in cooperation with the ICT Department/Units.
3. Advanced scheduling of all service-related requests and other special services with the Department/Units.
4. Creation and maintenance of all required project documentation, including architectural diagrams.
5. Appropriate use of support.
6. Review related service hours logged by Departments/Units for accuracy.
7. Review all service-related reports distributed by the Department/Units.
8. Reasonable availability of customer representative(s) when resolving a service-related incident.

## **ICT Department/Units Roles and Responsibilities**

The following are the roles and responsibilities for **<< include the name of the institution >>** ICT Department/Unit.

1. Meet response times associated with the priority assigned to incidents and service requests.
2. Train required staff on appropriate service support tools (cite examples for this service)
3. Use the Outage Notification Process to notify Customers for all scheduled maintenance via the Maintenance Calendar, Service Catalogue web page and/or a communication to campus via the Communication Specialist.
4. Participate in all service support activities including incident, problem, change, and release and configuration management.
5. Advanced scheduling of all service-related requests and other special services with the.
6. Generating quarterly reports on service levels for Customer, as available.
7. Meet SLA metrics as stated in the **service name** SLA.

## **Service Assumptions**

Assumptions related to in-scope services and/or components include:

1. Services are provided to internal customers only.
2. Internal customer user base will remain within 10% of current staff levels.
3. Application enhancements will not cause the system requirements to exceed 10% of existing capacity and/or throughput.
4. Changes to services will be communicated and documented to all stakeholders.

## **Service Management**

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring, measurement and reporting of in-scope services and related components.

## **Service Availability**

The following are coverage parameters specific to the service(s) covered in this Agreement are as follows:

**<<The Public Institution should classify all services specified in section 2.1.1 including availability time interval. The table below is an example>>**

|  |  |
| --- | --- |
| Customer Availability | Monday to Friday 6:00 am to 8:00 pm; |
| Maintenance Window | Saturday 8pm – Sunday 10am. Any time after |
|  | Customer Availability with 1 hour notice; weekend |
|  | with notice by 3pm Friday |
| Automated Server Monitoring | 24x7x365 days per year |
| Back-ups | Intel\UNIX (Daily – Incremental – Full – Monthly) |
|  | Mainframe (Daily – Incremental – Full – Weekly) |
| Archiving | 7 years |
| Data restoration – Off-site Tape | 4 hours – Emergency |
| Retrieval | 24 hours -Standard |

## **Service Measurement**

The following measurements will be established and maintained by the **<< include the name of the institution >>** ICT Department/Unit to ensure optimal service provision to the Departments/Units. These measurements are specific to those services within the control of ICT Support as specified in section 2.1.1 of this OLA document. The services and measurements not included are application-specific problems or those related to user equipment. All Targets are based on the weekly average for uptime from Monday to Friday 7:30 am to 3:30 pm **<<The Institution will provide its own uptime for service provision>>**.

|  |  |  |
| --- | --- | --- |
| **Measurement** | **Definition** | **Performance Target** |
|  |  |  |
| User availability | Availability to business during service coverage times | 97.0% |
| Client response time | Validating less than 10 seconds | 90.0% |
| Client Response Time | Everything else less than 5 seconds | 90.0% |
|  |  |  |

***Note: The Performance Target percentages will be reviewed on a regular basis with a full, thorough review of all pertinent data scheduled in six months from the date of this OLA.***

## **Service Reporting**

The **<< include the name of the institution >>** ICT Department/Unit will supply the Customers with the following reports on the intervals indicated:

|  |  |  |  |
| --- | --- | --- | --- |
| **Report Name** | **Interval** | **Recipient** | **Responsibility** |
| Average response time | Daily |  |  |
| Response time by percentile | Daily |  |  |
| Availability over time | Weekly |  |  |

## **Service Requests**

In support of services outlined in this Agreement, the **<< include the name of the institution >>** ICT Department/Unit will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

**<<The Public Institution should specify its own time to respond on incident>>**

1. One (1) hour for issues classified as **Critical (**affecting mission critical systems with potential to be revenue or customer impacting).
2. Four (4) hours for issues classified as **High** priority (affecting time sensitive, but not mission critical systems).
3. Eight (8) hours for issues classified as **Medium** priority (affecting normal systems).
4. Twenty-four + (24+) hours for issues classified as **Low** priority (typically a general service request).

## **Service Maintenance**

All services and/or related components require regularly scheduled maintenance (“Maintenance Window”) in order to meet established service levels. These activities will render systems and/or applications unavailable for normal user interaction for the following locations and timeframes.

The regular maintenance window is Saturday, 8.00 pm until Sunday, 10.00 am. Unscheduled maintenance may be done with prior 1-hour notice given to users during other after hour times; Weekend maintenance must have notification given by 3.00 pm Friday.

**<<The Public Institution should specify its own time for service Maintenance>>**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Time** | **Sunday** | **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** | **Saturday** |
| **Begin** |  |  |  |  |  |  |  |
| **End** |  |  |  |  |  |  |  |

## **Service Exceptions**

Any deviations from current policies, processes and standards are noted by the following Service Exceptions: **<<Insert special exceptions related to coverage times and dates; typically the first item is the only item in the list>>**

|  |  |  |
| --- | --- | --- |
| **Exception** | **Parameters** | **Coverage** |
| **Holidays** |  |  |
|  |  |  |

# IMPLEMENTATION, REVIEWS AND ENFORCEMENT

* 1. This Agreement is valid from the effective Date outlined herein and is valid until the Date of Termination.
  2. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.
  3. In case of any exceptions to this OLA, it shall be thoroughly documented and agreed between service provider and customer.

# GROSSARY AND ACRONYMS

## **Glossary**

-

## **Acronyms**

* **ICT** – Information & Communication Technology
* **OLA** – Operating Level Agreement
* **SLA** – Service Level Agreement

# RELATED DOCUMENTS

* ICT Service Management Procedures

# DOCUMENT CONTROL

|  |  |  |  |
| --- | --- | --- | --- |
| vERsion | Name | Comment | Date |
| Ver. 1.0 | Responsible Section | <<What has been done>> | <<Date>> |

*-----------------------------****For Government Control Only****----------------------------------*

Sample Name: **Operational Level Agreement Sample**

Sample Reference: **eGA/EXT/SAM/006**

Sample Version: **1.1**

Sample Effective Date: **August 2021**

Sample Creation: **e-Government Authority**

Sample Changes: **None**

## **APPENDIX I: AGREEMENT FORM BETWEEN CUSTOMER AND SERVICE PROVIDER**

|  |
| --- |
| **Effective Date:** DD/MM/YYYY **Next Review Date:** DD/MM/YYYY |

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Role/Title** | **Signature** | **Date** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**By signing below, all approvers agree to all terms and conditions outlined in this Agreement:**