

**Item:** WLS Service Level Agreement – IT Draft Version 2.1

**Background:** As part of the Information Technology (IT) audits that took place in 2020, it was suggested to have new service level agreements created to assist with understanding needs and expectations.

**Status:** A Service Level Agreement (SLA) focused on the online catalog/ILS was drafted by the WLS IT Audit Working Group and reviewed by the Public Library Directors Association (PLDA). Their feedback has been incorporated into the latest draft (IT version 2.1), which is attached.

The draft document is being shared with the WLS Board; and Wes Iwanski, Chair of the IT Audit Working Group, will review this document at the January Board Meeting, prior to the document being forwarded to legal counsel, and will discuss future steps for the process of implementation.

January 26, 2021

# SERVICE LEVEL AGREEMENT

ILS Service Agreement

WLS

Information Technology

DRAFT

Version: draft 2.1

Author: WLS IT

Date: January 22, 2021

## 1.0 Overview

### 1.1 Introduction

This Service Level Agreement (SLA) will define the services that Westchester Library System Information Technology (WLS IT) will provide to member libraries. This document will also outline the roles and responsibilities of both WLS IT and the member library.

### 1.2 Purpose

The purpose of this SLA is to clearly define services rendered to a member library. The offerings are centralized around providing technology support and secure access to the Integrated Library System (ILS) by a member library.

### 1.3 Duration

This section defines the duration and describes the rules regarding renewals, modifications, amendment, and termination of the SLA.

- a. This agreement will commence July 1, 2021 and will be valid until December 31, 2021.
- b. This SLA agreement will require member library acknowledgment by October 1<sup>st</sup> of each year.

### 1.4 Termination

Member libraries must provide a written request for termination of the SLA and it must be before October 2<sup>nd</sup>, ninety (90) days prior to December 31<sup>st</sup>.

## 2.0 ILS Service offerings

The following detailed service parameters are the responsibility of WLS IT on the ongoing support of this agreement. WLS IT can provide several alternative options for a library to gain access to the ILS using WLS IT services or through a 3<sup>rd</sup> party vendor.

### 2.1 Access Hardware

The member library will have the option of selecting from two methods to securely access the ILS when agreeing to use WLS IT as its service provider. The methods will use the enhanced security services that WLS IT provides to the libraries to safeguard staff and patron information. Enhanced security services will include a system VPN, monitored anti-virus software and a system-wide intrusion detection system.

**Option 1: Physical Computer:** A functioning PC, monitor, keyboard and mouse for every licensed seat. A functioning bar code scanner on any licensed seat not designated for public use, at the request of the lessee. A functioning receipt printer on any licensed seat not designated for public use, at the request of the lessee.

This option does not incorporate any remote access to the ILS by said member library and remote access may be acquired as an enhanced service if desired.

The aforementioned PC hardware will be maintained with the following standards:

- o An age not to exceed 5 years
- o Functioning operating system to be chosen by WLS – currently Windows 10
- o Best practices will be used to protect devices from viruses and malware infections.
- o Installed office productivity software to be chosen by WLS
- o Hardware sufficient to meet the minimum requirements of WLS installed software.

Option 2: Virtual Desktop Infrastructure (VDI) hardware: A functioning VDI client, keyboard and mouse for every licensed seat. A functioning bar code scanner on any licensed seat not designated for public use, at the request of the lessee. A functioning receipt printer on any licensed seat not designated for public use, at the request of the lessee. Every VDI client will have a matching virtual machine (VM) supported on the WLS IT virtualized infrastructure.

The VDI local client hardware will be maintained with the following standards:

- o An age not to exceed 6 years
- o Functioning operating system for the Virtual Machine to be chosen by WLS – currently Windows 10

o Hardware sufficient to meet the minimum requirements of WLS installed software

- WLS IT will replace non-functioning devices with similar equipment within these guidelines. In the event of a termination of services, all WLS licensed software must be removed from the equipment, regardless of age.
- In the event of termination of this SLA by either party, hardware more than 3 years old will become permanent property of the member library with the exception of software and network hardware. A member library could refuse ownership of the hardware and WLS IT could then dispose of these devices.

## 2.2 ILS Access

WLS IT will provide secure and monitored network access to the ILS. Devices on the WLS network will be protected by a network intrusion system, anti-virus software and malware software. WLS IT will provide a user authentication system to support authentication and authorization functions for the ILS and other related services. WLS IT will only support and allow WLS maintained devices on the WLS network. WLS access to the ILS will be tunneled through a Virtual Private Network (VPN) connection. Libraries choosing to use a 3<sup>rd</sup> party vendor for networking will need to follow WLS IT protocols in place to support system-wide data and network security.

WLS IT will annually survey the member libraries to identify and address changes in bandwidth consumption.

- Bandwidth will be limited to the current contract with the WLS IT Internet Service Provider (ISP). Contract expiration is May 1, 2022.
- In the event of a termination of services all WLS IT network hardware must be returned to WLS.

### 2.3 ILS system support

WLS IT will continue to maintain and upgrade the ILS for member libraries.

WLS IT will work with member library advisory committees and a 3<sup>rd</sup> party vendor (currently Equinix) to identify issues, suggest modifications, and request changes to address needs of the member libraries.

## 3 Service Desk

The Helpdesk will provide support to member library staff to help resolve issues that deal with equipment and services rendered by WLS IT associated with the ILS. Access to the WLS Helpdesk and the Technical Support Team during operating hours to be set by WLS, with the goal of matching member library hours of operation.

### 3.1 Support Hours

Infrastructure services will be supported on a 24x7x365 basis.

Live technical support is available: 9:00am-9:00pm ET, Monday through Thursday, 9:00am-6:00pm on Friday and Saturday, 12:00pm-5:00pm on Sunday excluding WLS holidays and library summer hours.

Offhour phone calls will go to a voicemail system and will be answered the next business day.

Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day.

### 3.2 Ticketing system

WLS IT will respond to all faults, queries, and service requests only if a ticket is opened with the Helpdesk system. By enforcing this policy, WLS IT can ensure that all faults are managed effectively and in line with the commitments of this SLA.

Issues can be reported through the Helpdesk portal, by telephone or via email. Member libraries will be provided with contact information for these reporting methods.

WLS IT Helpdesk will log, track, assign, and manage all requests, incidents, problems and queries through WLS IT's service ticket system. When the Helpdesk cannot provide a resolution at the time of call logging, the Helpdesk will provide:

- A unique reference number (Incident Ticket)



- The priority assigned to the call.

### 3.3 Response times

All ILS related logged requests to the Helpdesk will receive a response based on assigned priority. Priorities are monitored by the Operations Manager and will be based on the impact of service lost to the member library. The higher the percentage of library devices which are either non-operational or cannot access the ILS will help determine the initial priority setting. Library directors can call and speak to the Operations Manager should they wish to discuss increasing the escalation level of an incident. The following response times are for incident tickets requiring technical support:

**Critical Priority:** The technician will make the initial contact and begin problem resolution within **30 minutes**. The goal will be to resolve the problem as soon as possible after the initial contact. Note: Member library staff are encouraged to call in critical priority incidents.

**High Priority:** The technician will make the initial contact and begin problem resolution within **two hours**. The goal will be to resolve the problem within six hours after the initial contact.

**Medium Priority:** The technician will make the initial contact within **one business day** and will resolve the problem within three business days after the initial contact.

**Low Priority:** The technician will make the initial contact within **three business days** and will negotiate a schedule for resolution with the library.

#### 3.4 Accountability and procedures.

1. If a service request is not completed to the satisfaction of a member library, the member library should contact the WLS IT management team and request an escalation of an incident/ticket.
2. If needed, a meeting between the library director and/or an authorized representative and the WLS Operations Manager will occur to address and resolve the issue(s).
3. Should additional response be needed, the incident will be escalated to a higher level within the WLS organizational leadership. (Appendix B)
4. Member library directors will be provided with a monthly report outlining all service request incidents to keep library management aware of service incidents.

#### **4.0 Periodic Review**

This Agreement is valid from the **Effective Date** outlined. 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.

The **Business Relationship Manager** ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the member libraries and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

**Business Relationship Manager:** *Westchester Library System*

**Review Period:** Yearly

**Review Date:** June 30<sup>th</sup> of current year

#### **5.0 Responsibilities and Exclusions**

1. Both parties are to act with good intentions towards each other. Member library staff are encouraged to participate in ongoing ILS and technology support training provided by WLS IT.

**WLS IT responsibilities:**

2. WLS IT shall provide the services identified in the SLA and shall ensure the services are maintained and meet the agreed to predefined standards. WLS IT agrees to exercise professional care and diligence in the discharge of services and to comply with relevant standards.
3. WLS IT will not make changes to the systems/services offered without prior notification.

**WLS IT Exclusions:**

4. Services for which WLS IT has no formal support agreements or contracts relating to service availability and incident response or fix times on IT/Network components which are the responsibility of an external vendor.

**Member Responsibilities:**

5. Member libraries are required to report all issues, queries and requests via appropriate channels and processes:
  - a. Notify the Helpdesk immediately of the departure/termination of an employee.
  - b. Advise WLS IT if the requirements of the business change and the need for a review of the SLA is identified.
6. Member libraries agree to only use equipment under this agreement for ILS and staff usage.

- a) Commencing July 1, 2021, member libraries will only purchase printers based on the recommendation list provided by WLS IT.
- b) Commencing January 1, 2022, member libraries agree to remove all non-WLS equipment from the WLS network.

#### Appendix A : Core Security Standard

Security standards put in place by WLS IT should be utilized by any 3<sup>rd</sup> party vendor providing a member library with access to the ILS.

- Patching – Recurring – Keep all software up to date to the extent possible. Patches deemed Critical by vendors, for example Microsoft, should be applied as soon as possible.
- Inventory – All devices can be tracked with software or an inventory system.
- Malware protection – Install and maintain current antivirus software.
- Configuration Management – A process should be available to maintain computers, servers and software in a desired, consistent state.
- ILS VPN – a secure connection using the agreed standard presented by WLS IT should be in place between a member library and the ILS host vendor

Appendix B: Organizational leaders

The following people are responsible for maintaining and supervising the WLS IT team. These individuals will also be part of the process to resolve any disputes with service.

Name	Job Title	Contacts
TBA	Operations Managers	
Wilson Arana	Manager of IT	<a href="mailto:warana@wlsmail.org">warana@wlsmail.org</a> 914-231-3248 914-355-0226
Terry Kirchner	Executive Director	<a href="mailto:tkirchner@wlsmail.org">tkirchner@wlsmail.org</a>