

Service Tier Details

This table summarizes the available levels of service for the Base and Enhanced service tiers for all service support of Distributed services.

Service Support		Base	Enhanced
Enterprise Service Desk (ESD) Availability		24 x 7 x 365	24 x 7 x 365
Application / System Monitoring		24 x 7 x 365	24 x 7 x 365
Technical Support Service Hours	Prime (7 am-5 pm) Monday-Friday	Yes	Yes
	Non-Prime (5 pm-7 am) Monday-Friday	No	Yes, Standby
	Weekend, Holiday	No	Yes, Standby
Initial Triage / Callback		20 Minutes Prime Support Hrs	20 Minutes 24 x 7 x 365
Technician Assignment		2 Hours	1 Hour
Analysis / Resolution Status Reporting	Critical	2-Hour Intervals, Prime Support Hrs	*1-Hour Intervals 24 x 7 x 365
	High	2-Hour Intervals, Prime Support Hrs	*2-Hour Intervals 24 x 7 x 365
	Average	4-Hour Intervals, Prime Support Hrs	*2-Hour Intervals 24 x 7 x 365
	Low	1 Business Day Intervals Prime Support Hrs	Not Applicable

Service Support

- Enterprise Service Desk (ESD) Availability: Times when Enterprise Service Desk support is available
- Application/System Monitoring: Times when monitoring software is active and reporting problems
- Technical Support Service Hours: Hours that support technicians are present or on standby to respond to incident call escalation. Efforts to restore applications to service will be prioritized based on both the server service tier and the criticality of the reported incident/outage.
- Initial Triage/Callback: The timeframe within which initial processing, callback, or escalation for a problem call will take place during the Technical Support Service Hours indicated with the level of service in the table above.
- Technician Assignment: The time within which a technical support technician is assigned to a problem.
- Analysis/Resolution Status Reporting: Times requirements by tier and problem severity for support technicians and/or Enterprise Service Desk staff to provide updates in the incident ticket.

* Reporting of Critical, High and Average incidents will occur 24*7 only if the problem is being actively worked on by technicians. During an Enterprise Event where the troubleshooting stops for the night, the Enterprise Service Desk will send out a final update for the day that will indicate at what time status reporting will resume the following morning.

INCIDENT PRIORITY FRAMEWORK

<i>Priority</i>	<i>Definition</i>	<i>DET Support Level</i>
1 -Critical	<ul style="list-style-type: none"> • Involves an outage to one or more Enterprise services • Major impact on daily productivity or citizens • Affecting an agency's or agencies mission critical function/application • Usually affects multiple agencies • Can be an Enterprise Event incident 	<ul style="list-style-type: none"> • 24 x 7 contact of OnCall support staff • 24 x 7 work towards resolution • Incident ticket update logs at least every 30 minutes • QA on log updates by the ESD • ESD provides regular status updates via a distribution list • Summary Of Solutions report provided after incident resolution
2 - High	<ul style="list-style-type: none"> • Can involve an outage or degradation of service • Not affecting an agency's mission critical functions or applications • Usually affects a single agency 	<ul style="list-style-type: none"> • 24 x 7 contact of OnCall support staff • 24 x 7 work towards resolution • Incident ticket update logs entered at least every 2 hours • QA on log updates by the ESD • Updates provided by technician assigned
3 - Average	<ul style="list-style-type: none"> • Does not involve a service outage • Low effect on daily productivity • Not affecting a mission critical function • Usually affects an individual, or small group 	<ul style="list-style-type: none"> • Supported on State working days, 7:00 a.m. to 5:00 p.m. • Support staff review, contact, and initial log within 4 business hours • Incident ticket update logs entered at least every 5 working days with QA provided via daily OPCOM meeting
4 - Low	<ul style="list-style-type: none"> • Does not involve a service outage • Minimal effect on daily productivity • Not affecting a mission critical function • Usually affects an individual, or small group 	<ul style="list-style-type: none"> • Supported on State working days, 7:00 a.m. to 5:00 p.m. • Support staff review, contact, and initial log within business day • Incident ticket update logs entered at least every 5 working days with QA provided via daily OPCOM meeting

Maintenance – See the [DET Change Management Policy](#)

Recoverability – See the [IT Services Catalog - Agency Managed Application Service \(AMAS\)](#) and [IT Services Catalog - DET Managed Backup and Restore Service](#) Offerings for details

Cost Factors – The service tier cost factors are 1.0 for Base Service and 1.2 for Enhanced Service.