

**OAKLAND COUNTY MICHIGAN**  
**Assessing and Tax Applications**  
**SERVICE LEVEL AGREEMENT (SLA)**

## **1.0 INTRODUCTION**

This Service Level Agreement (SLA) is an agreement between Oakland County Information Technology (OCIT) and its End Users specifying in measurable terms what services will be provided for Assessing and Tax Applications that are centrally hosted by OCIT. Current Assessing and Tax applications include: BS&A Assessing, BS&A Tax, Multi-Year Special Assessment (MYSA) and Apex Sketching software. This agreement contains a definition of service expectations that are within acceptable standards and budget. The dynamic nature of Information Technology services requires an SLA to be a dynamic document and as such, changes will be made on an as needed basis.

### *1.1 Supported Agencies*

The Assessing and Tax applications will be supported by OCIT for the Oakland County Equalization Department, Treasurer's Office and participating City, Village, and Township agencies (CVTs).

### *1.2 Power Users*

Each supported agency must designate one representative to act as a "primary point of contact" with OCIT. The "primary point of contact" will be referred to as a "Power User" and their responsibilities will include:

- Direct coordination and interaction with OCIT support staff
- Communication with other users within their site
- Attend appropriate training classes
- Provide "initial support services" to other users at their site prior to logging a Service Center Incident with OCIT
- Requesting security changes and technical support from OCIT
- Application testing in conjunction with OCIT

## **2.0 APPLICATION SUPPORT SERVICES**

Assessing and Tax support services include:

### *2.1 Application Client and Log In*

OCIT will allow access to the Assessing and Tax Applications via an internet browser and secure Citrix environment. To access this environment, OCIT will publish a secure

internet-based Citrix client to access these applications. The application client and log in will only be provided to those users who have a current licensed copy of Microsoft Excel 2003 or higher.

To ensure consistent results across all agencies, OCIT recommends each agency maintain the following minimum standards for each workstation:

- Windows 2000 Operating System or higher
- Adobe Reader 5.0 or higher
- Uniprint 3.6.1 or higher
- Internet Explorer 7.0 or higher

OCIT supports Microsoft's Internet Explorer browser. End Users will be responsible for ensuring their internet browsers are compatible with this standard, are installed on appropriate computers and that the computers meet the minimum system requirements.

## *2.2 Application Maintenance/Upgrades*

In the case of BS&A software, OCIT will install software patches that are provided by BS&A on quarterly basis or as needed. OCIT will review the update log on a monthly basis and send information to End Users.

From BS&A's Program Update Log, OCIT will test any modifications that represent any new features/info added to the system. Any general bug fixes to the system that do not include value or calculation changes and any changes that affect values or calculations including PRE are to be tested by End Users. End Users will document all defects related to testing and provide to OCIT. OCIT will validate test results that are defects before sending to BS&A for resolution.

CVT End Users that have their own stand-alone installations of BS&A software are responsible for patching their own stand-alone BS&A systems. End Users are also responsible for first verifying that all patches they are applying to their systems will be compatible with the County's version of BS&A software. This will ensure exports the County creates can still be imported into the CVT's stand-alone BS&A software.

The outlined process is used by OCIT for evaluating BS&A software patches:

- A. Assess the merits of applying the patch against any risks,
- B. Determine if the patch is justified,

- C. If the patch was requested by an End User, OCIT will communicate the decision to the requesting End User and provide potential alternative solutions if the patch will not be installed.

## *2.3 Application Maintenance*

### *2.3.1 Application Availability*

The Assessing and Tax Applications have scheduled availability during normal business hours:

- Monday through Friday from 7:30 a.m. to 6:00 p.m.

### *2.3.2 Scheduled Maintenance*

At various times, the Assessing and Tax Applications require maintenance in order to run effectively in a production environment. All users must be logged out of the applications in order to perform these maintenance activities. OCIT reserves the following scheduled maintenance windows:

- Monday – Friday: 6:00 a.m. to 7:15 a.m.
- Monday – Friday: 8:00 p.m. to 10:00 p.m.
- Saturday: 9:00 p.m. through Monday at 8:00 a.m.

During these maintenance windows, access to the Assessing and Tax Applications will be restricted by OCIT. No prior notification will be provided.

### *2.3.3 Unscheduled Maintenance*

OCIT may deny access to the application so that critical unscheduled maintenance (i.e. break-fixes) may be performed. These interruptions will be kept to a minimum. Notification about such interruptions will be provided to the agency with as much lead time as possible.

## *2.4 Backup and Disaster Recovery*

OCIT will perform regular backups of the Assessing and Tax Applications. These backups will ensure the content and integrity of the Assessing and Tax Applications databases. Scheduled database backups and copies of the Assessing and Tax Applications will be placed offsite for disaster recovery purposes.

OCIT will maintain the Assessing and Tax Applications Disaster Recovery Toolkits that will be used to recover the Assessing and Tax Applications during a disaster or system failure. These applications will be included in Information Technologies Disaster

Recovery Testing procedures. Documentation updates will be made by OCIT as necessary and as a result of Disaster Recovery testing.

### *2.5 Application System Administration*

OCIT will provide Assessing and Tax application administration services. These services include tasks that are global to the Assessing and Tax database structure and can include tasks such as security modifications and database re-indexing.

### *2.6 Application Training*

OCIT will provide Assessing and Tax training on an as-needed basis. Whenever possible, training and materials will be provided in a group setting at OCIT.

### *2.7 Web Access via Citrix Gateway*

Through a web browser the County offers remote access to the Assessing and Tax Applications. This allows users to access Assessing and Tax Applications from non-OakNet locations without additional authentication.

Web Access licenses are limited, and are intended to be used either after-hours or by users at non-OakNet locations. Access to Assessing and Tax Applications, while at an OakNet location, must be performed via the standard Citrix access.

## **3.0 APPLICATIONS & TECHNICAL SUPPORT SERVICES**

Assessing and Tax Applications & Technical support services include:

### *3.1 Service Center*

Service Center support will be provided from 8:00 a.m. to 5:00 p.m., Monday through Friday, except County government holidays. Service Center incidents must originate with the OCIT Service Center, either by phone, email, or website.

Service Center	Service Center	Service Center
Phone Number	Email Address	Website
248.858.8812	<a href="mailto:servicecenter@oakgov.com">servicecenter@oakgov.com</a>	<a href="https://sc.oakgov.com">https://sc.oakgov.com</a>

Prior to logging a service center incident, each Agency user must provide the following contact information through the Service Center Self Registration website <https://sc.oakgov.com/cvtselfregistration>:

- Contact Name, Phone Number, Email Address and Community Name

Once you have provided your contact information please provide the following information when logging a service center incident through phone, email or website:

- Indicate the correct incident area
- Report the exact nature of the problem or function including any error message that appeared on the computer screen
- Provide parcel number or address of property
- Report any action that was taken to resolve the matter

Each call will be given a service center incident number and assigned to the appropriate application support individual. Users can track the status of their service center incident by calling the service center and providing the incident number or through the service center website.

### *3.2 Service Center Response Times*

Service Center Incidents will be categorized in order of importance. Priority will be given to those service center incidents that relate specifically to application login problems. If an immediate answer can not be provided, the caller can expect to receive a response within 4 business hours.

Service Center Incidents that do not specifically relate to application login will be categorized separately. If an immediate answer can not be provided, every effort will be made to provide a response within 8 business hours. In every case, the caller can expect to receive a response within 16 business hours.

If a problem cannot be resolved within 16 business hours, a weekly status report will be provided (via email) until an adequate resolution is found.

### *3.3 Frequently Asked Questions/Information Resources*

To provide additional support for more common questions, a Frequently Asked Questions (FAQ) document and other information resources (calendars, procedure documentation, training schedules, etc.) will be maintained on Information Technology's website. Common questions will be posted to the FAQ on a monthly basis. The FAQ and information resources should be reviewed by each user prior to contacting the OCIT Service Center.

### *3.4 Onsite Support*

OCIT will provide onsite support to the requested agency community on an as-needed basis. Onsite support visits can be up to 4 hours in duration and must be scheduled one week prior to the onsite visit. Communities should contact the OCIT Service Center for support and if necessary an onsite visit can be requested.

### *3.5 Technical Support Reporting*

Technical support summary reports will be reviewed at each Oakland County BS&A User Group Meeting.

### *3.6 Requested After-Hours Technical Support*

After-hours technical support is available for the Assessment application during the months of December through March at the following times:

- Monday – Friday: 5:00 p.m. to 8:00 p.m.
- Saturday: 8:00 a.m. to 5:00 p.m.

Technical support is intended to address problems such as: unexpected system downtime or unexpected application error messages, when after-hours support had been previously requested. After-hours support does not include how/to application support or password resets. These types of requests will be addressed during normal business hours.

To request After-Hours technical support for the Assessment application, agencies must contact the Service Center by 3:00 p.m. of the day they are requesting support. Saturday support must be requested by 3:00 p.m. on Friday.

#### *3.6.1 Reporting After-Hours Technical Support*

If you have requested After-Hours technical support and the system is unavailable please call the Service Center phone at 248.858.8812. This call will be routed to the on-call System Administrator who will attempt to repair the problem. Emails and Service Center Incidents will not be addressed until normal business hours.

## **4.0 APPLICATION SUPPORT COSTS**

Agencies will be charged a single Citrix connection fee per unique user, regardless of the number of applications utilized. The costs are as follows:

### **Assessment:**

(Agency Parcel Count X \$.11 per Parcel) + (Number of Agency Citrix Connections X \$51.00 per Connection)

### **Taxation:**

(Agency Parcel Count X \$.14 per Parcel) + (Number of Agency Citrix Connections X \$51.00 per Connection)

**Apex & MYSA:**

(No Cost)

The number of Citrix Client Connections will be validated by OCIT prior to the annual billing. All support costs will be billed at the end of the County's first fiscal quarter (January).

**5.0 SLA REVIEW PROCESS**

On a quarterly basis, OCIT will review the technical support summary reports, technology improvements, planned upgrades or suggested enhancements and their impact on the SLA. As necessary, changes will be made to the SLA and reviewed with agencies using Assessing and Tax Applications.