

**Schedule "B"**  
**Information Technology Services**

<b>Approved by:</b>	<b>Corporate Services</b>	<b>Information Technology Services</b>
	<b>John Hertel</b> <b>Director</b> <b>Enterprise Management &amp;</b> <b>Revenue Generation</b>	<b>Maria McChesney</b> <b>Director</b> <b>Information Technology Services</b>

### **1.0 Operating Principles and Approach**

This Schedule provides a framework for the ongoing relationship between the Hamilton Farmers' Market Corporation and Information Technology Services to provide comprehensive technical support services and related services as further detailed in this Schedule.

The purpose of this Schedule is to establish and to define cooperative roles and responsibilities with regard to the management of the City's information technology infrastructure including desktop technologies, backend systems and software.

This Schedule acknowledges:

- a) that City Council is the ultimate client of both the Hamilton Farmers' Market Corporation and IT and that the common goals are to support Council in making informed decisions, and to carry out the directions of Council;
- b) both parties ensure the best use of each other's professional and other resources, and to put into effect the necessary co-operation between the parties; and
- c) IT's demonstrated commitment to the Client's efforts and plans in its support of Council, and the means by which the parties can improve their performance, share evaluations, and streamline their collaboration and use of resources.

This Schedule is a starting point to engage the Client to understand its needs and expectations for IT and associated service performance levels. It is a two-way education for the Client to learn about available IT services and for IT to understand the Client's business, so both can ensure the business needs are met.

The establishment of this Schedule is not a precursor to an IT support service charge-back model. There are no plans within IT at this time to implement such a model. If this direction changes in future, dialogue will be initiated with the Client well in advance of budget cycles to fully discuss and comprehend the impact.

By approving this Schedule, the parties acknowledge these service levels are required for the efficient operation of the Client.

**2.0 Definitions**

For clarity, the terms below are assigned the following definitions within this Schedule:

**City** means the City of Hamilton

**Client** means Hamilton Farmers' Market Corporation

**Corporate Services** means the Corporate Services department of the City of Hamilton

**Information Technology Services** or **IT** means the Information Technology Services division of the City of Hamilton

**3.0 Equipment Inventory**

The equipment existing as at the effective date of this Schedule is listed in Appendix 1 attached hereto. Nothing herein shall be construed as transferring ownership of such equipment to Hamilton Farmers' Market Corporation.

**4.0 Scope of Services****INFORMATION TECHNOLOGY SERVICES INCLUDED IN SCHEDULE**

<b>SERVICE REF #</b>	<b>Service Summary</b>	<b>Service Delivery Contact</b>	<b>Management Contact</b>
SR-1 Schedule Administration	<ul style="list-style-type: none"> <li>• <b>Administration of Schedule terms &amp; conditions</b></li> <li>• <b>Manage change requests</b></li> <li>• <b>Work with Client on issue resolution</b></li> <li>• <b>Coordinate service review meetings</b></li> <li>• Both parties agree that any mutually agreed upon changes to this Schedule should be emailed to Supervisor, Contract Administration for the purposes of effectively tracking changes to the Schedule</li> </ul>	<p>Supervisor, Contract Administration</p> <p>Bob McInnis X4293 <a href="mailto:Bob.McInnis@hamilton.ca">Bob.McInnis@hamilton.ca</a></p>	
SR-2 Operations & Maintenance	<p>The services currently provided by IT to the Client consist of the following types of services and will continue to be provided to the Client by IT, unless otherwise agreed to:</p> <p>a) Standard Service Requests\Standard Service Requests for Publication See <b>Table SR-2A</b></p> <p>b) Service Definitions for Support of Standard Applications See <b>Table SR-2B</b></p> <p>c) List of Mission Critical Applications See <b>Table SR-2C</b></p> <p>d) Service Definitions for Support of Mission Critical Applications See <b>Table SR-2D</b></p> <p><b>Service Availability</b></p>	<p>IT Service Desk X4357 <a href="mailto:ServiceDesk@hamilton.ca">ServiceDesk@hamilton.ca</a></p> <p>Supervisor, IT Service Desk Mark Marangoni X5712 <a href="mailto:Mark.Marangoni@hamilton.ca">Mark.Marangoni@hamilton.ca</a></p>	<p>Manager, Infrastructure and Operations, IT Services</p> <p>Filipe Janicas X5705 <a href="mailto:Filipe.Janicas@hamilton.ca">Filipe.Janicas@hamilton.ca</a></p>

	<p align="center"><b>See Table SR-2E</b></p> <p>Technical support services can be accessed through the IT Service Desk (ext. 4357) or via email at <a href="mailto:ServiceDesk@hamilton.ca">ServiceDesk@hamilton.ca</a></p> <ul style="list-style-type: none"> <li>-Hours of operation 8:00 am to 5:00 pm</li> <li>-Dispatch and monitor requests</li> <li>-Liaise with Client to monitor report on status of requests</li> </ul>		
SR-3 Joint Responsibilities	<p>Joint responsibilities between IT and the Client include:</p> <ul style="list-style-type: none"> <li>a) Health &amp; safety inspections</li> <li>b) Sharing on-site documentation/information</li> </ul>		
SR-4 Out of Scope	<p>IT <u>will not be responsible</u> for :</p> <ul style="list-style-type: none"> <li>a) Costs to IT equipment related to lost, stolen or damaged equipment not covered by 3<sup>rd</sup> party warranties</li> </ul> <p>Where a dispute arises between the parties regarding services included or not included in this Schedule, the parties will call a meeting to resolve the issues in a collaborative way.</p>		
SR-5 Staff Management	<p>Staff will be managed in accordance with the City's human resource policies and procedures with regard to determining required complement, duties and job descriptions as well as applicable collective agreements (CUPE 5167) and legislative requirements.</p>	<p>Supervisor, IT Service Desk Mark Marangoni X5712 <a href="mailto:Mark.Marangoni@hamilton.ca">Mark.Marangoni@hamilton.ca</a></p>	<p>Manager, Infrastructure and Operations, IT Services</p> <p>Filipe Janicas X5705 <a href="mailto:Filipe.Janicas@hamilton.ca">Filipe.Janicas@hamilton.ca</a></p>

SR-6 Other IT Services	<p>Other IT services may be requested by the Client from time to time as requirements demand. These include:</p> <ul style="list-style-type: none"> <li>a) Project management services</li> <li>b) Process analysis (business requirements gathering and business process analysis)</li> <li>c) Quality assurance services</li> <li>d) Solutions and system integration architecture</li> <li>e) Change management services</li> </ul> <p>In addition, if external assistance is required and budgeted for, IT professional and consultant services are available from the roster for the City.</p>	<p>Supervisor, IT Service Desk Mark Marangoni X5712 <a href="mailto:Mark.Marangoni@hamilton.ca">Mark.Marangoni@hamilton.ca</a></p>	<p>Manager, Infrastructure and Operations, IT Services</p> <p>Filipe Janicas X5705 <a href="mailto:Filipe.Janicas@hamilton.ca">Filipe.Janicas@hamilton.ca</a></p>
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#### 5.0 Service Level Standards:

IT will make reasonable efforts to meet the standards set out in this Schedule (see section SR-2 Operations & Maintenance). On occasion, circumstances may prevent this. Where circumstances warrant, the Client, the Supervisor IT Service Desk and assigned IT Service Provider may agree on different arrangements.

For **urgent matters**, the matter will be dealt with by IT as quickly as possible on a priority basis as measured by IT against other urgent matters submitted. The Client will be prepared to discuss priorities involved in other pending work as necessary.

For **non-urgent matters**, the Supervisor IT Service Desk and assigned IT Service Provider will discuss the expectations with respect to completion with the member of the Client who has made the request, in light of the complexity of the matter, and determine a mutually satisfactory target date. If difficulties are encountered in meeting the time frames, then the Client's priorities will be discussed between the IT and Client's relationship manager for this Schedule.

**6.0 FINANCIALS**

FIN-1 Operations & Maintenance	Once annually (but more frequently if desired by either party), IT will work with finance to allocate costs to the Client based on actual operating costs incurred to provide all services included in this Schedule. While the budget is controlled by IT, cost recoveries back to the Client will be based on the actual expenditures.
FIN-2 Other Costs	Client is responsible for the cost of all capital projects, additional work, equipment or installations that are not included in this Schedule or that are required for program related reasons.

**7.0 AUTHORIZATION TO PROCEED**

Stakeholder:		Date:	Reviewed & Approved
John Hertel	Corporate Services		
Donna Lee-MacDonald	Market Manager, Farmers' Market		
Maria McChesney	IT		
Mark Marangoni	IT		
Bob McInnis	IT		
Filipe Janicas	IT		

**TABLE SR-2A**  
**Infrastructure & Operations - Standard Service Request Definitions**

Standard Service Request: **Requests for a new / revised IT Service that are frequent, regular and routine in nature and often have a predetermined turnaround time for completion. Standard Service Requests do not require a Request For Change (RFC) to be completed / submitted.**

	Standard Service Requests	Turn-around Time *	In Scope	Out of Scope (Network Services work only)	Info Required	Task Comments
1	New Network User	5	Creation of new user account, home share creation and access to departmental share	User setup of accounts outside the InfoNetwork domain	1. All fields on New Network User form <a href="http://enet/whos_doing_what/ITS/ITS-Request-Forms/New_Network_User_Forms/ITS_new_network_form.asp">http://enet/whos_doing_what/ITS/ITS-Request-Forms/New_Network_User_Forms/ITS_new_network_form.asp</a>	
2	New email account	5	Creation of new email enabled Active Directory account including a valid SMTP address	Setup of email enabled accounts outside the InfoNetwork domain. Setup of email client (Outlook)	1. All fields on New Network User form <a href="http://enet/whos_doing_what/ITS/ITS-Request-Forms/New_Network_User_Forms/ITS_new_network_form.asp">http://enet/whos_doing_what/ITS/ITS-Request-Forms/New_Network_User_Forms/ITS_new_network_form.asp</a> 2. Domain name (i.e., InfoNetwork, HPL, Conservation)	
3	New distribution list	5	Creation of new email distribution list including a valid SMTP address		1. Requested name for distribution list 2. Requested email address for distribution list 3. Requested group membership of distribution list	
4	New IP phone	7	Configuration and setup of a new IP phone and/or IP Communicator <i>(IP Communicator/softphone - financial charge-back will apply similar to desktop phone annually for maintenance only - no upfront cost IP Communicator)</i>		1. All fields on New IP Phone request form <a href="http://enet/whos_doing_what/ITS/ITS-Request-Forms/new-ip-phone-request-form/new_phone.asp">http://enet/whos_doing_what/ITS/ITS-Request-Forms/new-ip-phone-request-form/new_phone.asp</a>	

5	Voicemail requests	5	Configuration and setup of a new voicemail account		Should be part of the New IP Phone Request Form - however if additional voicemail boxes are required, we need to know: 1. User First Name and Last Name 2. Does user require zero-out option, if so what extension.	
6	Printer requests	5 - create queue only	Configuration and setup of a new network print queue	Ordering, installation, co-ordination of electrical power	1. Printer model 2. Physical location of printer	1. Full print queue name including server (i.e. Pioneer, Viking, etc.) 2. Printer IP address - Optional 3. New location of printer 4. IT network wiring required?
		10 - if network jack required	Running network cable		3. IT network wiring required?	
7	Folder / File access requests	3	ACL modifications to existing network file services.	Setup of new network folders	1. Requester username and user requiring permission if not same 2. Manager approval (i.e., Manager name and ext.) 3. Folder name and path including server (i.e., \\apollo\tra_\DARTS) 4. Permissions requested (full access, read, etc.)	
8	Firewall exceptions	3	Exceptions to the Windows XP SP2 firewall		1. All fields on Windows firewall application form <a href="http://enet/whos_doing_what/ITS/windows_firewall/default.asp">http://enet/whos_doing_what/ITS/windows_firewall/default.asp</a>	
10	ACD Queue Agents and Supervisors (Adds, Changes, Deletes)	5	Adjustments to existing ACD agents and supervisors		1. Queue Name including queue phone number 2. User first name last name, ACD extension (8xxx)	



11	ACD Queue Modifications	5	Modifications to existing ACD queues		<ol style="list-style-type: none"> <li>1. Queue Name including queue phone number</li> <li>2. Description of change request (i.e., operating hours, recordings). NOTE: Depending on when the changes are required, adjust the priority in HEAT accordingly (i.e.,: priority 2 for operating hours change).</li> <li>3. User first name last name, ACD extension (8xxx)</li> </ol>	
12	IP Phone changes	5	Modifications to existing IP phones such as display names, extension changes, ringer changes, call forward changes)		<ol style="list-style-type: none"> <li>1. User First Name and Last Name</li> <li>2. User extension</li> <li>3. IP phone MAC address</li> <li>4. Description of change request (e.g., please change my display name)</li> </ol> <p>Verify IP phones settings: CallManager Link: <a href="https://10.230.130.100/ccmadmin">https://10.230.130.100/ccmadmin</a></p>	
9	Corporate directory (Adds, Changes, Deletes)	5	Adjustments to the IP phone directory		<ol style="list-style-type: none"> <li>1. User First Name and Last Name</li> <li>2. User extension</li> <li>3. Date Required</li> <li>4. Authorized By</li> <li>5. Dept ID</li> <li>6. MAC Address of phone</li> <li>7. F/A Name &amp; Approval</li> <li>8. Change details (i.e. please change my last name to "Smith")</li> </ol>	
13	New network jacks	10	Installation of new network jack	Limited to 1-5 drops per request. Greater than 5 IT a non-standard request which requires an RFC	<ol style="list-style-type: none"> <li>1. Requester username</li> <li>2. Requested physical location of the new network jack</li> <li>3. Site contact (i.e., username and extension if not same as requester)</li> <li>4. Floor plan - Optional for less than 6 new network jacks</li> <li>5. Department ID and account number</li> </ol>	Need to identify switch port capacity-are there enough ports on existing switches/if not new switch IT required at additional cost.

14	Network jack moves	10	Relocation of existing CAT5 network jack	Moves of other cabling media (i.e., fibre, dialup line, etc.)	1. Requester username 2. Requested physical location to be moved 3. Site contact (i.e., username and extension if not same as requester) 4. Floor plan - Optional for less than 6 new network jacks 5. Department ID and account number
15	Outlook permissions	3	Permissions modification to existing outlook calendar		1. Mailbox name requiring change 2. Type of permission required 3. Manager approval (i.e., Manager name and ext.)
16	New network share folder	5	Creation of new network folder or share		1. Requested share name 2. Permissions required 3. Users requiring permissions 4. Data owner (if not the same as the requester) 5. Disk space required in megabytes 6. Disk space growth expectations (i.e., how much disk space do you need over the next three years)
17	Network user profile changes	5	Existing user profile changes associated with an internal move, position change or name change		1. Profile name (username) and extension 2. Description of change request (e.g., change my login script I'm now in Building) 3. User to mimic (e.g., please use the same profile as Dio Ortiz)
18	Distribution list modification	3	Changes to an existing email distribution list (i.e. adding, removing or changing distribution list members)		1. Distribution list name 2. Description of change
19	File restores	3	Restoration of a file or folder on a network drive	Restoration of local files (c drive)	1. File name including full path and server name (e.g., <a href="#">\\apollo\tra \DARTS\attendance.xls</a> ) 2. Requested restore date and time 3. Alternate restore date and time

20	Global emails	1	Distribution of global email requests	Building the content of the message	1. Email message content 2. Subject line 3. Mailbox to be sent from 4. List of recipients (e.g., All City departments. Please exclude HPL.)  Note: All global emails should have a priority of 1
21	Remote VPN access request	5	Modifying existing security group	Access for consultants and vendors	1. All fields on Remote Network Access Request form: <a href="http://enet/whos_doing_what/ITS/HelpDesk/remote_network_access.htm#VPN">http://enet/whos_doing_what/ITS/HelpDesk/remote_network_access.htm#VPN</a>
22	Blackberry requests	10	Blackberry activation on the BES	Activation of cellphone, carrier coverage	1. Username
23	MeetMe Conference Requests				Instructions on Enet to contact the Service Desk for further information

\* Note: Turn-around time stated in working days

TABLE SR-2B

## Service Definitions for Support of Standard Applications &amp; Services

Request	Priority	Service Level	Comments
<b>Business Applications</b>			
Critical Production Recovery of application database to resolve outage	H	2 business days	Begin investigation / recovery within 2 business day of reported problem; problem reported as level 1 to IT Service Desk
Database cloning to non-production environment to investigate problem in production environment	L	2 business days	Begin within 2 business days
Database Monitoring	M		On-going service provided
Production Database Restart - because database has stalled	H	1 business day	Begin within 1 business day of reported problem; problem reported as level 1 to IT Service Desk
Add/Change/Delete users	L	2 business days	Begin within 2 business days of reported request to IT Service Desk level 1
Deployment of application patches/enhancements/ upgrades	L	Monthly General Release	Released on a monthly cycle to allow sufficient time for testing and resourcing for deployment
Deployment of new database and / or changes / upgrades/ updates	L	Monthly General Release	Released on a monthly cycle to allow sufficient time for testing and resourcing for deployment
Develop /implement/change reports	L	Monthly General Release	Released on a monthly cycle to allow sufficient time for testing and resourcing for deployment
Implement static content updates (ie.screen change, PDF, graphics, web-page)	L	Monthly General Release	Released on a monthly cycle to allow sufficient time for testing and resourcing for deployment
Investigation and resolution of technical issues for application	L	3 business days	Begin within 3 business days; problem reported as level 1 to IT Service Desk

Request	Priority	Service Level	Comments
Custom request for delivery of new functionality and/or integration with other application		Evaluated based on request	Evaluated on a case by case basis
Customer Relationship Manager (CRM) role		On-going service	IT provides a CRM to each department / board / agency to which it provides service
<b>Infrastructure and Operations</b>			
Email service (break & fix)	H	* 1 business hour for issue affecting multiple users or entire site  * for non-critical support issues response time IT based on priority and resource availability	Response time IT criticality dependent
IP Voice Services - issue resolution	H	* 1 business hour for issue affecting multiple users or entire site  * for non-critical support issues response time IT based on priority and resource availability	Response time IT criticality dependent
Desktop hardware - break/fix	M	* 1 business hour for issue affecting multiple users or entire site  * for non-critical support issues response time IT based on priority and resource availability	Response time IT criticality dependent
Faxing Issue resolution	M	2 business hours	Begin investigation within 2 business hours of reported problem
Network - switches, routers (issue resolution)	H	* 1 business hour for issue affecting multiple users or entire site  * for non-critical support issues response time IT based on priority and resource availability	Response time IT criticality dependent
Printer issue resolution	M	2 business hours	Begin investigation within 2 business hours of reported problem

Request	Priority	Service Level	Comments
Configuration and on-going support for server environments e.g., deployment of Microsoft Security Patches			On-going - Maintenance or as required
Network data backups and storage of back-ups	n/a		Full weekly backup; incremental daily backups. Storage per existing standard (currently set at 3 months of backups stored off-site)
Web Services for mobile software	n/a	n/a	TBD - The SLA will be amended accordingly
Annual backup recovery test			Not currently in scope; Technical testing at Disaster Recovery Site is expected to occur in the fall of 2015. Formal discussions on Business Impact Assessment and Business Continuity plans are expected to occur at that time. The target for a full disaster recovery / business continuity plan & test is mid-2016.

**Note:**

- Timeline in Service Level column identifies how soon work begins to address or resolve reported issue. The timeline for issue resolution will vary based on root cause of the problem
- Support IT available during regular business hours only: 8:00am to 5:00pm Mon to Fri

**Priority Definitions:**

- H - Application or Service Unavailable to all staff
- M - Application or Service has limited availability
- L - Application or Service problem IT an isolated issue

**TABLE SR-2C**  
**Market Corporation Mission Critical Applications**

This section is a work-in-progress and to be completed in collaboration with Client department. A suggested starting point is to consider the following attributes to determine the mission critical applications used.

Item	Definition	Criteria
<b>1. Health and Safety</b>	To ensure everyone's safety (eg. AVL, WHIMIS worksheets)	Y/N
<b>2. Financial and/or compliance</b>	Does it have any financial impact to the City? (eg. AP, AR, Payroll)	Y/N
	Compliance reporting (legal, customer, mandatory, regulatory)? (eg. SLA, AODA)	
<b>3. Workaround</b>	Can paper, other systems, spreadsheets, etc. be used for a short period?	Y/N
<b>4. Users</b>	How many users and how many customers are affected? (eg. transit/HSR, bus schedules)	low, med, high

Mission Critical Application	Division	Health/Safety/ Finance/ Compliance	Workaround	User Group Size	Business Continuity Plan in Place?
		Y or N	Y or N	L, M, H	Y or N
		Y or N	Y or N	L, M, H	Y or N
		Y or N	Y or N	L, M, H	Y or N

**TABLE SR-2D**  
**Service Definitions for Support for Mission Critical Applications**

Request	Priority	Service Level	Comments
<b>Mission Critical Applications</b>			
Critical Production Recovery of database to resolve outage	H	1 business hour	Begin investigation / plan recovery within 1 business hour of reported problem; problem reported as level 1 to IT Service Desk
Database cloning to non-production environment to investigate problem in production environment	L	1 business day	Begin within 1 business day
Database Monitoring	M		On-going service provided
Production Database Restart - because database has stalled	H	1 business hour	Begin within 1 business hour of reported problem; problem reported as level 1 to IT Service Desk
Add/Change/Delete users	L		Not in IT scope. Determined by functional team
Deployment of application patches/enhancements/upgrades	L	5 business days (emergency release)	5 business days to engage IT resources for deployment
Deployment of new database and / or changes / upgrades/ updates	L	5 business days (emergency release)	5 business days to engage IT resources for deployment
Investigation and resolution of technical issues for application	L	1 business day	Begin within 1 business day; problem reported as level 1 to IT Service Desk after confirmation from functional team

**Note:**

- Timeline in Service Level column identifies how soon work begins to address or resolve reported issue. The timeline for issue resolution will vary based on root cause of the problem
- Support IT available during regular business hours only: 8:00am to 5:00pm Mon to Fri

**Priority Definitions:**

H - Application or Service Unavailable to all staff

M - Application or Service has limited availability

L - Application or Service problem IT an isolated issue



**TABLE SR-2E**  
**Service Availability**

Coverage parameters specific to the service(s) covered in the Agreement are as follows:

- Telephone support : 8:00 a.m. to 5:00 p.m. during regular business working days (Monday to Friday).
- Email support: monitored 8:00 a.m. to 5:00 p.m. during regular business working days (Monday to Friday)
  - Emails received outside of office hours will be collected; however no action will be taken until the next working day.
- After hours support is currently available for pre-defined mission-critical services (eg. Network Services (ie. phone, data, e-mail)).