



## Ohio Administrative Code

### Rule 5101:9-9-15 Service level agreement (SLA).

Effective: October 13, 2018

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(A) The SLA is a document of understanding provided by the Ohio department of job and family services (ODJFS) office of information services (OIS). ODJFS requires county agencies to enter into an SLA to delineate responsibilities for day-to-day information technology (IT) operations between the county agency and OIS to provide quality service to end users and to maintain the health and integrity of the ODJFS network.

(B) The SLA outlines expectations between the county agencies and OIS including the IT resources supply and management, standards, support efforts, information security, and service provider alignment. A county agency shall elect a service level as part of the SLA program. All ODJFS commitments are subject to the availability of state and federal funds.

(C) The technology and service support policy (TSSP) also details the delineation of responsibilities, including financial responsibilities as shown in rule 5101:9-9-17 of the Administrative Code.

(D) A county agency wishing to assume more responsibility for the operation of its local network may do so, in accordance with the established SLA levels, provided the county agency can maintain eligibility and continues to fulfill the requirements.

(E) The county agency director and the deputy director of OIS shall utilize the SLA signature document to show acceptance of the SLA, and all related levels and support documentation. Due to the ever-changing nature of the IT environment, OIS may update the supporting documentation as needed.

(F) In the event of a disagreement regarding provisions of the executed SLA between OIS and the county agency, the initial attempt at resolution will commence at the county agency technical point of contact (TPOC) and OIS liaison level. If resolution is not possible at that level, the deputy director of OIS and the director of the county agency, or their designees, will work to resolve such issues and may utilize the methodology contained in the fiscal agreements if necessary.



(G) The most current version of the SLA is available on the OIS website.