



For an extensive discussion of how *LISTSERV™* works, please reference the *LISTSERV™* List Owner's Manual at <http://www.lsoft.com/manuals/1.8d/ownerindex.html>.

**SERVICE LEVEL AGREEMENT (SLA)**

**KEYWORD: WSLotnum**

Name and Address of Customer:

Agency CSA Number: **1160-0**

**SLA Number: C02-17**

*Washington State Lottery*  
*PO Box 43040*  
*Olympia, WA 98504-3040*

**BACKGROUND:**

This Service Level Agreement (SLA) is executed pursuant to the terms and conditions of the Department of Information Services (DIS), Customer Service Agreement (CSA). The parties acknowledge they have read and understand the terms and conditions contained therein. This Service Level Agreement (SLA) is entered into between the *Department of Information Services*, hereinafter referred to as DIS, and the *Washington State Lottery*, hereinafter referred to as the Customer, in order to formalize the working relationship between them. This SLA establishes mutual expectations concerning *Email List Hosting (LISTSERV™) Services* provided by DIS to the customer. It defines Customer and DIS requirements, and identifies measurable service objectives towards which both parties can manage so that those expectations can be met.

This SLA does not remove or reduce any non-referenced services provided by DIS. This SLA will not be in effect during any period of interruption to DIS's processing capability caused by a disaster, as declared by the Director of DIS.

**TERM**

The term of this SLA is effective upon the date of execution by both parties and shall remain in full force and effect until terminated by either party with 60 days written notice. This SLA shall be reviewed annually.

**ACCESS TO SOFTWARE**

Customer understands that DIS licenses software from third party providers for the purpose of providing services to its Customers. Such software may be accessed by Customer as part of the services provided to the Customer hereunder. Customer agrees that it will not, nor will it allow its agents, employees or its authorized third parties to decompile, disassemble, reverse engineer or otherwise access the source code of any software provided by DIS whether the software is developed for DIS or licensed by DIS from a third party provider. Customer shall be liable to DIS and/or any third party provider of software for any breach of this provision.

## SERVICE OFFERINGS

DIS provides services to eligible organizations (RCW chapters 39.34 and 43.105) that have signed Customer Service Agreements with the Department of Information Services. A list of these services may be found at <http://www.wa.gov/DIS/services/>.

## GENERAL EXCLUSIONS

DIS does not support the following services:

- User support outside the State Network (supporting only systems within the State Network)
- Implementation and management of Customer application programs
- Implementation and management of Customer LAN environment (i.e., firewalls, hubs, servers, workstations, etc.)

### 1. General Description of Service

*LISTSERV*<sup>TM</sup> is a fully-featured list hosting service for hosting Email discussion groups and announcement lists. This service is especially useful in disseminating information to various constituent groups. It can also be used as a forum to post questions and to discuss a topic among a group of interested people. This is an Access Washington service featured on the Access Washington portal.

### 2. General *LISTSERV*<sup>TM</sup> Information:

Please complete the following information regarding your list service.

Customer will complete the *LISTSERV*<sup>TM</sup> checklist located at <http://listserv.wa.gov/archives/checklist.doc> prior to set up of each *LISTSERV*<sup>TM</sup>.

Each additional *LISTSERV*<sup>TM</sup> requested by Customer will require a separate service schedule and completed *LISTSERV*<sup>TM</sup> checklist.

#### *LISTSERV*<sup>TM</sup> Name and Description:

Name: WSL-numbers

Description: Washington State Lottery - Results

### 3. Availability Management

The service(s) defined in this Service Schedule will be available 24 hours a day 7 days a week with the exception of scheduled maintenance as defined in this Service Schedule.

DIS technical and operational support staff monitor availability and performance of this service. DIS contracts with system software and hardware vendors to provide extended technical support whenever system problems or service degradation require vendor intervention.

### 4. Change Management

All changes to DIS Data Center computing and network environments are managed to promote or provide stability and minimize the impact of the changes to its customers. All changes to the DIS computing and network environments are implemented in accordance with DIS Data Center Change Management (DCCM) Standards and Procedures.

### 5. Scheduled Maintenance

A weekly maintenance for this service is established for Saturday 8:00 AM to Sunday 6:00 PM. This maintenance window will only be used when necessary (hardware and software upgrades, software patches, faulty hardware replacement, application changes, etc.). DIS will make every effort to perform maintenance according to Customer requirements. DIS will notify the Customer

in advance of any scheduled maintenance that will affect Customer in accordance with the DIS Problem and Change Management policy.

#### **6. Problem Management**

- DIS monitors performance of Customer processes to identify performance degradation
- DIS provides automated event-driven problem management through use of monitoring tools.
- DIS provides Customer notification of identified events that have or may have an adverse affect on service delivery to Customers.
- DIS provides Customer notification of failed processes
- DIS provides seamless integration of processes that ensures Customer problem resolution satisfaction by tracking, alerting, escalating and solving problems.
- The DIS Help Desk is the single point of contact for Customer problem reporting, escalation and notification.

#### **7. Security Management**

- DIS provides a security system infrastructure that protects its Customers from unauthorized external access to or broadcast on the Internet of the Customer's intellectual property, proprietary and confidential data.
- The current access control method is through the use of a userid and password.
- DIS policy allows physical access to the Data Center by DIS authorized personnel only.
- DIS will secure the platform against known security risks. Any observed security breaches or suspicious activity will be reported to the Customer.
- DIS and the Customer will cooperate in efforts to maintain platform and network security.

#### **8. Physical Environment Management**

- Physical security guarded and electronically monitored
- Rack mounted computer systems
- Environmental controls and monitoring of Data Center physical environment
- Fire detection and suppression systems
- Conditioned power
- Un-interruptible power supply
- Raised floor

#### **9. Restoration Management**

- This service performs system backups for onsite and off-site storage on a scheduled basis.
- DIS is responsible for restoring the system from the last backup in the event system restoration is needed.

#### **10. Disaster Recovery**

DIS does not currently offer, but is investigating, disaster recovery for its distributed network. Exercises will be conducted in the future to determine requirements for Disaster Recovery of distributed networks.

#### **11. Customer Contact List**

Customer Help Desk

(360) 664-4700  
Helpdesk@lottery.wa.gov

Signature/Purchase Authority

Ronald H. Robbins  
(360) 664-4708  
ronr@lottery.wa.gov

Primary Technical contact Jerry Zukowski  
(360) 664-4711  
zukowsj@lottery.wa.gov

Secondary Technical contact Terri Norris  
(360) 664-4710  
norrlist@lottery.wa.gov

Billing contact Tanya J. Geyer  
(360) 664-4774  
geyert@lottery.wa.gov

Billing Code/Account Number 1160-0/ 5900-IN

**12. DIS Contacts**

DIS Help Desk (360) 753-2454 or 1-888-241-7597  
Customer Relations Tuck Wilson (360) 902-3041  
csdcustomerservices@dis.wa.gov

**13. Service Fees**

Customer Monthly Cost Will be \$100.00 based on 10,000 to 25,000 List Members.

Fees are reviewed annually or sooner if Customers requirements change. Notification of price changes will be communicated in writing to Customer.

Billing for this service will begin: August 1, 2001

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**SERVICE LEVEL AGREEMENT CHANGES**

This document may be changed at any time upon mutual agreement of the parties. This SLA will be reviewed when changes are made to the existing Customer applications, or any time Customer workload exceeds projected levels.

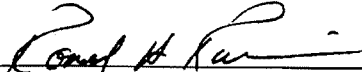
**ORDER OF PRECEDENCE**

If there is a conflict between this SLA and the Customer Service Agreement, the conflict will be resolved by giving precedence first to this SLA and then to the Customer Service Agreement.

**ACCEPTANCE**

This SLA constitutes the entire agreement between both parties and supersedes all other communication, written or oral, related to the subject matter of this SLA. The Parties hereby acknowledge and accept the terms and conditions of this SLA.


**Washington State Lottery**

  
\_\_\_\_\_  
Signature: **Ronald H. Robbins**

Title: **Information Services Manager**  
\_\_\_\_\_

Date: **7/13/01**  
\_\_\_\_\_

**Department of Information Services**

  
\_\_\_\_\_  
Signature: **Michael D. Curtright**

Title: **CSD Assistant Director**  
\_\_\_\_\_

Date: **7/20/01**  
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**Email List Hosting (LISTSERV™) Service Fees**

**Attachment C02-17a**

The fees below are based on a LISTSERV maximum of 1,000 subscribers and 10 Megabytes (MB) disk storage. LISTSERVS with more than 1,000 subscribers and/or more than 10 MB of storage disk space will be subject to mutual negotiation.

	"list price"	discounted cost per list	discounted total price
100 lists	\$3500	\$7	\$700 for 100 lists
75	\$2625	\$8.50	\$637.50 for 75 lists
50	\$1750	\$11.50	\$575 for 50 lists
25	\$875	\$16	\$400 for 25 lists
10	\$350	\$25	\$250 for 10 lists
1	\$35	\$35	\$35 per list

1. Pricing for the first six month period (Aug 1 through Jan 31) will be per list:

- Up to 10,000 list members - \$50 per month
- Up to 25,000 list members - \$100 per month
- Up to 50,000 list members - \$175 per month
- Up to 100,000 list members - \$250 per month