



STATE OF FLORIDA
DEPARTMENT OF CITRUS

605 E MAIN STREET / BOX 9010 / BARTOW, FLORIDA 33830

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KENNETH O. KECK
EXECUTIVE DIRECTOR
Phone: 863-537-3999
Fax: 877-FLA-CITRUS

GEORGE H. STREETMAN
CHAIRMAN
FLORIDA CITRUS COMMISSION

LEGISLATIVE BUDGET REQUEST

Department of Citrus
Lakeland, FL 33801

October 14, 2010

Jerry L. McDaniel, Director
Office of Policy and Budget
Executive Office of the Governor
1701 Capitol
Tallahassee, FL 32399-0001

Jo Anne Leznoff, Council Director
House Full Appropriations Council on General Government & Health Care
221 Capitol
Tallahassee, FL 32399-1300

David Coburn, Staff Director
Senate Policy and Steering Committee on Ways and Means
201 Capitol
Tallahassee, Florida 32399-1300

Dear Directors:

Pursuant to Chapter 216, Florida Statutes, our Legislative Budget Request for the Department of Citrus (5700) is submitted in the format prescribed in the budget instructions. The information provided electronically and contained herein is a true and accurate presentation of our proposed needs for the 2011-12 Fiscal Year. This submission has been approved by Ken Keck, Executive Director.

A handwritten signature in cursive script, appearing to read "Debra J. Funkhouser".

Debra J. Funkhouser
Comptroller

FLORIDA DEPARTMENT OF CITRUS LEGISLATIVE BUDGET REQUEST

Department Level Exhibits & Schedules

2011-2012



Non-Strategic IT Service:		Network Service		Combined v.2011-12				
Dept/Agency: Department of Citrus		Resources Apportioned to this IT Service in FY 2011-12		Estimated IT Service Costs				
Prepared by: Andrew Van Clief, CIO		Footnote Number	Number used for this service	Number w/ costs in FY 2011-12	A	B	C	D
Phone: 863-537-3973					Initial Estimate for Fiscal Year 2010-11	Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
Service Provisioning -- Assets & Resources (Cost Elements)								
A. Personnel				0.75	\$71,000	\$79,625	\$74,316	-\$5,309
A-1.1	State FTE			0.75	\$67,625	\$67,625	\$69,316	\$1,691
A-2.1	OPS FTE			0.00	\$0	\$0	\$0	\$0
A-3.1	Contractor Positions (Staff Augmentation)			0.00	\$3,375	\$12,000	\$5,000	-\$7,000
B. Hardware				0	\$54,400	\$54,400	\$54,400	\$0
B-1	Servers		1	6	\$30,000	\$30,000	\$30,000	\$0
B-2	Server Maintenance & Support			0	\$0	\$0	\$0	\$0
B-3	Network Devices & Hardware (e.g., routers, switches, hubs, cabling, etc.)		1	11	\$20,000	\$20,000	\$20,000	\$0
B-4	Online Storage for file and print (indicate GB of storage)			1047	\$0	\$0	\$0	\$0
B-5	Archive Storage for file and print (indicate GB of storage)			59100	\$0	\$0	\$0	\$0
B-6	Other Hardware Assets (Please specify in Footnote Section below)		1		\$4,400	\$4,400	\$4,400	\$0
C. Software					\$0	\$0	\$0	\$0
D. External Service Provider(s)					\$18,500	\$18,500	\$19,620	\$1,120
D-1	MyFloridaNet				\$18,500	\$18,500	\$18,900	\$400
D-2	Other (Please specify in Footnote Section below)		2		\$0	\$0	\$720	\$720
E. Other (Please describe in Footnotes Section below)			3		\$0	\$0	\$0	\$0
F. Total for IT Service					\$143,900	\$152,525	\$148,336	-\$4,189
G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.								
1	Funds reallocated as required between Network Services and Desktop Computing Services							
2	DMS - DSL line							
3	Funds available for unplanned service needs to maintain/update current systems							
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Non-Strategic IT Service: E-Mail, Messaging, and Calendaring Service

Agency: **Department of Citrus**
 Prepared by: **Andrew Van Clief, CIO**
 Phone: **863-537-3973**

Form: FY 2011-12 Schedule IV-C -

of Assets & Resources
 Apportioned to this IT Service
 in FY 2011-12

Service Provisioning -- Assets & Resources (Cost Elements)				Estimated IT Service Costs			
				A	B	C	D
Footnote Number	Number used for this service	Number w/ costs in FY 2011-12	Initial Estimate for Fiscal Year 2010-11	Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)	
A. Personnel							
A-1	State FTE	0.25	\$22,545	\$22,545	\$23,109	\$564	
A-2	OPS FTE	0.00	\$0	\$0	\$0	\$0	
A-3	Contractor Positions (Staff Augmentation)	0.00	\$0	\$0	\$0	\$0	
B. Hardware							
B-1	Servers	3	\$0	\$0	\$0	\$0	
B-2	Server Maintenance & Support	0	\$0	\$0	\$0	\$0	
B-3	Wireless Communication Devices (e.g., Blackberries, I-phones, PDAs, etc.)	15	\$0	\$0	\$0	\$0	
B-4	Online Storage (indicate GB of storage)	0	\$0	\$0	\$0	\$0	
B-5	Archive Storage (indicate GB of storage)	0	\$0	\$0	\$0	\$0	
B-6	Other Hardware Assets (Please specify in Footnote Section below)		\$0	\$0	\$0	\$0	
C. Software							
D. External Service Provider(s)							
D-1	Southwood Shared Resource Center		\$7,200	\$7,200	\$7,200	\$0	
D-2	Northwood Shared Resource Center		\$0	\$0	\$0	\$0	
D-3	Northwest Regional Data Center		\$0	\$0	\$0	\$0	
D-4	Other Data Center External Service Provider (specify in Footnotes below)	2	\$7,200	\$7,200	\$7,200	\$0	
E. Other (Please describe in Footnotes Section below)							
F. Total for IT Service			\$29,745	\$29,745	\$30,309	\$564	

G. Administrative Overhead - Percentage of Other Non-Strategic IT Service Costs Supporting Email Service			
Non-Strategic Service	Footnote	%	Cost
OT-1	Network		
OT-2	Desktop IT Service	2.00%	\$ 1,502
OT-3	Help Desk	3	0.00%
OT-4	IT Security & Risk Mitigation		
OT-5	IT Administration & Management		
SUBTOTAL			\$ 1,502

To determine the fully-loaded cost of the e-mail service, agencies must estimate the amount (percentage) of the other non-strategic IT services that are "consumed" by the e-mail service. For example, desktop support personnel install and configure the e-mail software on the desktop, which is used in the e-mail service, so to obtain a fully-loaded cost for the e-mail service, it is important to include the indirect workload and associated costs of the desktop service expended in support of the e-mail service. The portion of Network, IT Security & Risk Mitigation, and IT Administration & Management services will be estimated by the AEIT based on the agency Schedule IV-C submissions for these IT services. For the purposes of the Schedule IV-C analysis, the data submitted in this section will NOT be added to the cost of the e-mail service.

Fully-loaded IT Service Cost \$ 31,811

H. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.	
1	Server costs accounted for in Network Services
2	MailWatch e-mail gateway/content filtering/antivirus services
3	Citrus has no formal helpdesk service and no associated costs
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Non-Strategic IT Service:

Desktop Computing Service

Agency: **Department of Citrus**

Prepared by: **Andrew Van Clief, CIO**

Phone: **863-537-3973**

Form: FY 2011-12 Schedule IV-C -

of Assets & Resources Apportioned to this IT Service in FY 2011-12

Service Provisioning -- Assets & Resources (Cost Elements)	Footnote Number	Number used for this service	Number w/ costs in FY 2011-12	Estimated IT Service Costs			
				A	B	C	D
				Initial Estimate for Fiscal Year 2010-11	Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	Planned Increase/Decrease of Recurring Base Funding (Columns C - B)
A. Personnel		0.50		\$32,300	\$32,300	\$33,108	\$808
A-1 State FTE		0.50		\$32,300	\$32,300	\$33,108	\$808
A-2 OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3 Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
B. Hardware		0	0	\$25,000	\$25,000	\$15,000	-\$10,000
B-1 Servers		0	0	\$0	\$0	\$0	\$0
B-2 Server Maintenance & Support		0	0	\$0	\$0	\$0	\$0
B-3.1 Desktop Computers		0	0	\$20,000	\$20,000	\$10,000	-\$10,000
B-3.2 Mobile Computers (e.g., Laptop, Notebook, Handheld, Wireless Computer)		0	0	\$0	\$0	\$0	\$0
B-3.3 Other Hardware Assets (Please specify in Footnote Section below)		0	0	\$5,000	\$5,000	\$5,000	\$0
C. Software	1			\$22,000	\$22,000	\$22,000	\$0
D. External Service Provider(s)		0	0	\$0	\$0	\$0	\$0
E. Other (Please describe in Footnotes Section below)	2			\$5,000	\$5,000	\$5,000	\$0
F. Total for IT Service				\$84,300	\$84,300	\$75,108	-\$9,192

G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.

1	Includes enterprise agreement for desktop suites, adobe, etc.
2	Funds are available for unplanned service needs to maintain/update current systems
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Helpdesk Service

Agency: **Department of Citrus**
 Prepared by: **Andrew Van Clief, CIO**
 Phone: **863-537-3973**

of Assets & Resources Apportioned to this IT Service in FY 2011-12

Service Provisioning -- Assets & Resources (Cost Elements)	Footnote Number	# of Assets & Resources Apportioned to this IT Service in FY 2011-12		Estimated IT Service Costs			
		Number used for this service	Number w/ costs in FY 2011-12	A Initial Estimate for Fiscal Year 2010-11	B Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
A. Personnel		0.00		\$0	\$0	\$0	\$0
A-1 State FTE	1	0.00		\$0	\$0	\$0	\$0
A-2 OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3 Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
B. Hardware		0	0	\$0	\$0	\$0	\$0
B-1 Servers		0	0	\$0	\$0	\$0	\$0
B-2 Server Maintenance & Support		0	0	\$0	\$0	\$0	\$0
B-3 Other Hardware Assets (Please specify in Footnote Section below)		0	0	\$0	\$0	\$0	\$0
C. Software				\$0	\$0	\$0	\$0
D. External Service Provider(s)		0	0	\$0	\$0	\$0	\$0
E. Other (Please describe in Footnotes Section below)				\$0	\$0	\$0	\$0
F. Total for IT Service				\$0	\$0	\$0	\$0

G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.

1	Citrus does not have a dedicated helpdesk staff/system. IT staff assist users as needed and are accounted for elsewhere
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IT Security/Risk Mitigation Service

Agency: **Department of Citrus**

Prepared by: **Andrew Van Clief, CIO**

Phone: **863-537-3973**

of Assets & Resources
AppORTioned to this IT Service
in FY 2011-12

Service Provisioning -- Assets & Resources (Cost Elements)	Footnote Number	# of Assets & Resources AppORTioned to this IT Service in FY 2011-12		Estimated IT Service Costs			
		Number used for this service	Number w/ costs in FY 2011-12	A Initial Estimate for Fiscal Year 2010-11	B Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
A. Personnel		0.00		\$0	\$0	\$0	\$0
A-1 State FTE	1	0.00		\$0	\$0	\$0	\$0
A-2 OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3 Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
B. Hardware		0	0	\$0	\$0	\$0	\$0
B-1 Servers		0	0	\$0	\$0	\$0	\$0
B-2 Server Maintenance & Support		0	0	\$0	\$0	\$0	\$0
B-3 Other Hardware Assets (Please specify in Footnote Section below)		0	0	\$0	\$0	\$0	\$0
C. Software				\$0	\$0	\$0	\$0
D. External Service Provider(s)		0	0	\$0	\$0	\$0	\$0
E. Other (Please describe in Footnotes Section below)				\$0	\$0	\$0	\$0
F. Total for IT Service				\$0	\$0	\$0	\$0

G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.

1	IT staff handles security/risk mitigation services and are accounted for elsewhere
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Non-Strategic IT Service:

Agency Financial and Administrative Systems Support Service

Agency: **Department of Citrus**

Prepared by: **Andrew Van Clief, CIO**

Phone: **863-537-3973**

of Assets & Resources Apportioned to this IT Service in FY 2011-12

Form: FY 2011-12 Schedule IV-C -

Service Provisioning -- Assets & Resources (Cost Elements)	Footnote Number	Number used for this service	Number w/ costs in FY 2011-12	Estimated IT Service Costs			
				A Initial Estimate for Fiscal Year 2010-11	B Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
A. Personnel		0.00		\$0	\$0	\$0	\$0
A-1 State FTE	1	0.00		\$0	\$0	\$0	\$0
A-2 OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3 Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
B. Hardware		0	0	\$0	\$0	\$0	\$0
B-1 Servers		0	0	\$0	\$0	\$0	\$0
B-2 Server Maintenance & Support		0	0	\$0	\$0	\$0	\$0
B-3 Other Hardware Assets (Please specify in Footnote Section below)		0	0	\$0	\$0	\$0	\$0
C. Software				\$0	\$0	\$0	\$0
D. External Service Provider(s)		0	0	\$0	\$0	\$0	\$0
E. Other (Please describe in Footnotes Section below)				\$0	\$0	\$0	\$0
F. Total for IT Service				\$0	\$0	\$0	\$0

G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.

1	Citrus does not have formal financial and administrative systems; support is accounted for elsewhere
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Non-Strategic IT Service:

IT Administration and Management Service

Agency: **Department of Citrus**

Prepared by: **Andrew Van Clief, CIO**

Phone: **863-537-3973**

Form: FY 2011-12 Schedule IV-C -

of Assets & Resources
AppORTioned to this IT Service
in FY 2011-12

Service Provisioning -- Assets & Resources (Cost Elements)	Footnote Number	# of Assets & Resources AppORTioned to this IT Service in FY 2011-12		Estimated IT Service Costs			
		Number used for this service	Number w/ costs in FY 2011-12	A Initial Estimate for Fiscal Year 2010-11	B Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding (Columns C - B)
A. Personnel		0.00		\$0	\$0	\$0	\$0
A-1 State FTE	1	0.00		\$0	\$0	\$0	\$0
A-2 OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3 Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
B. Hardware		0	0	\$0	\$0	\$0	\$0
B-1 Servers		0	0	\$0	\$0	\$0	\$0
B-2 Server Maintenance & Support		0	0	\$0	\$0	\$0	\$0
B-3 Other Hardware Assets (Please specify in Footnote Section below)		0	0	\$0	\$0	\$0	\$0
C. Software				\$0	\$0	\$0	\$0
D. External Service Provider(s)		0	0	\$0	\$0	\$0	\$0
E. Other (Please describe in Footnotes Section below)				\$0	\$0	\$0	\$0
F. Total for IT Service				\$0	\$0	\$0	\$0

G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.

1	These service functions are accounted for elsewhere
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Non-Strategic IT Service:

Portal/Web Management Service

Dept/Agency: **Department of Citrus**

Prepared by: **Andrew Van Clief, CIO**

Phone: **863-537-3973**

of Assets & Resources
AppORTioned to this IT Service
In FY 2011-12

Form: Schedule IV-C -Combined v.2011-12

Service Provisioning -- Assets & Resources (Cost Elements)

	Footnote Number	# of Assets & Resources AppORTioned to this IT Service In FY 2011-12		Estimated IT Service Costs			
		Number used for this service	Number w/ costs in FY 2011-12	A Initial Estimate for Fiscal Year 2010-11	B Estimated FY 2010-11 Allocation of Recurring Base Budget <i>(based on Column G64 minus G65)</i>	C Estimated FY 2011-12 Allocation of Recurring Base Budget <i>(based on Column G64 minus G65)</i>	D Planned Increase/Decrease Use of Recurring Base Funding
A. Personnel		0.00		\$0	\$0	\$0	\$0
A-1.1 State FTE	1	0.00		\$0	\$0	\$0	\$0
A-2.1 OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3.1 Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
B. Hardware				\$0	\$0	\$0	\$0
B-1 Servers		0	0	\$0	\$0	\$0	\$0
B-2 Server Maintenance & Support		0	0	\$0	\$0	\$0	\$0
B-3 Other Hardware Assets <i>(Please specify in Footnotes Section below)</i>		0	0	\$0	\$0	\$0	\$0
C. Software				\$0	\$0	\$0	\$0
D. External Service Provider(s)		0	0	\$0	\$0	\$0	\$0
E. Other <i>(Please describe in Footnotes Section below)</i>				\$0	\$0	\$0	\$0
F. Total for IT Service				\$0	\$0	\$0	\$0

G.	Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.
1	Citrus does not support Portal/Web Management services
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Non-Strategic IT Service: Data Center Service

Dept/Agency: **Department of Citrus**

Prepared by: **Andrew Van Clief, CIO**

Phone: **863-537-3973**

Form: Schedule IV-C -Combined v.2011-12

of Assets & Resources Apportioned to this IT Service In FY 2011-12

Estimated IT Service Costs

Service Provisioning -- Assets & Resources (Cost Elements)

Footnote Number	Number used for this service	Number w/ costs In FY 2011-12	Estimated IT Service Costs			
			A Initial Estimate for Fiscal Year 2010-11 (if submitted)	B Estimated FY 2010-11 Allocation of Recurring Base Budget (based on Column G64 minus G65)	C Estimated FY 2011-12 Allocation of Recurring Base Budget (based on Column G64 minus G65)	D Planned Increase/Decrease Use of Recurring Base Funding
A. Personnel (performing data center functions defined in w. 282.201(2)(d)1.e., F.S.)						
	0.00		\$0	\$0	\$0	\$0
A-1.1	State FTE		\$0	\$0	\$0	\$0
A-2.1	OPS FTE		\$0	\$0	\$0	\$0
A-3.1	Contractor Positions (Staff Augmentation)		\$0	\$0	\$0	\$0
	Calculated total non-mainframe servers from all IV-C services	9				
	Calculated total mainframes from all IV-C services	0				
B. Hardware						
B-1	Non-Mainframe Servers (including single-function logical servers not assigned to another service)	0	0	\$0	\$0	\$0
B-2	Servers - Mainframe	0	0	\$0	\$0	\$0
B-3	Server Maintenance & Support	0	0	\$0	\$0	\$0
B-4	Online or Archival Storage Systems (indicate GB of storage)	0		\$0	\$0	\$0
B-5	Data Center/ Computing Facility Internal Network			\$0	\$0	\$0
B-6	Other Hardware (Please specify in Footnotes Section below)			\$0	\$0	\$0
C. Software						
			\$0	\$0	\$0	\$0
D. External Service Provider(s)						
D-1	Southwood Shared Resource Center (indicate # of Board votes)	0		\$0	\$2,600	\$2,600
D-2	Northwood Shared Resource Center (indicate # of Board votes)	0		\$0	\$25,000	\$25,000
D-3	Northwest Regional Data Center (indicate # of Board votes)	0		\$0	\$0	\$0
D-4	Other Data Center External Service Provider (specify in Footnotes below)			\$0	\$0	\$0
E. Plant & Facility						
		Total	Est Utilized	\$0	\$0	\$0
E-1	Agency Data Center (indicate total square feet)	0	0	\$0	\$0	\$0
E-2	Computing Facilities (indicate total square feet)	221	100	\$0	\$0	\$0
E-3	Office Space (indicate total square feet)	280	100	\$0	\$0	\$0
E-4	Backup Generator, Power Distribution Units, UPS, etc. (indicate capacity in KW)	10	36	\$0	\$0	\$0
E-5	Utilities (e.g., electricity and water) (estimated total annual KWH)	1	0	\$0	\$0	\$0
E-6	Environmentals (e.g., HVAC, fire control, and physical security)	1		\$0	\$0	\$0
E-7	Other (please specify in Footnotes Section below)			\$0	\$0	\$0
F. Other (Please describe In Footnotes Section below)						
				\$0	\$0	\$0
G. Total for IT Service				\$0	\$27,600	\$27,600
H. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.						
1	HVAC and electricity expenses are part of overall building expenses. Due to the agency's small size, they cannot be isolated.					
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Strategic IT Service: Agency Strategic IT Service #1

Form: Schedule IV-C -Combined v.2011-12

Dept/Agency: **Department of Citrus**

Prepared by: **Andrew Van Clief, CIO**

Phone: **863-537-3973**

Service Provisioning -- Assets & Resources (Cost Elements)

	Footnote Number	# of Assets & Resources apportioned to this IT Service		Estimated IT Service Costs			
		Number used for this service	Number w/ costs In FY 2011-12	A Initial Estimate for Fiscal Year 2010-11	B Estimated FY 2010-11 Allocation of Recurring Base Budget <small>(based on Column G64 minus G65)</small>	C Estimated FY 2011-12 Allocation of Recurring Base Budget <small>(based on Column G64 minus G65)</small>	D Planned Increase/Decrease Use of Recurring Base Funding
A. Personnel		0.00		\$0	\$0	\$0	\$0
A-1.1 State FTE	1	0.00		\$0	\$0	\$0	\$0
A-2.1 OPS FTE		0.00		\$0	\$0	\$0	\$0
A-3.1 Contractor Positions (Staff Augmentation)		0.00		\$0	\$0	\$0	\$0
B. Hardware		0	0	\$0	\$0	\$0	\$0
B-1 Servers - Mainframe		0	0	\$0	\$0	\$0	\$0
B-2 Servers - Non-Mainframe		0	0	\$0	\$0	\$0	\$0
B-3 Server Maintenance & Support				\$0	\$0	\$0	\$0
B-4 Other Hardware Assets (e.g., system mgt workstation, printers, UPS)				\$0	\$0	\$0	\$0
C. Software				\$0	\$0	\$0	\$0
D. External Service Provider(s)		0	0	\$0	\$0	\$0	\$0
E. Other (Please describe in Footnotes Section below)				\$0	\$0	\$0	\$0
F. Total for IT Service				\$0	\$0	\$0	\$0

G. Footnotes - Please be sure to indicate there is a footnote for the corresponding row above. Maximum footnote length is 1024 characters.	
1	Citrus does not have Strategic services by definition
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	Currently Authorized Positions		OPS FTE	OPS FTE Cost	Contracted Services FTE	Contracted Services FTE Cost	Total Personnel	Total Personnel Cost	Servers - Mainframe	Servers - Non-Mainframe	Hardware	Software	External Service Provider	Other	TOTAL
	State FTE	State FTE Cost													
Non-Strategic IT Services															
IV-C Service															
Network	0.75	\$ 69,316	0.00	\$ -	0.00	\$ 5,000	0.75	\$ 74,316		6	\$ 54,400	\$ -	\$ 19,620	\$ -	\$ 148,336
Email, Messaging, @ Calendaring	0.25	\$ 23,109	0.00	\$ -	0.00	\$ -	0.25	\$ 23,109		3	\$ -	\$ -	\$ 7,200	\$ -	\$ 30,309
Desktop Computing	0.50	\$ 33,108	0.00	\$ -	0.00	\$ -	0.50	\$ 33,108		0	\$ 15,000	\$ 22,000	\$ -	\$ 5,000	\$ 75,108
Help Desk	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -		0	\$ -	\$ -	\$ -	\$ -	\$ -
IT Security/Risk Mitigation	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -		0	\$ -	\$ -	\$ -	\$ -	\$ -
Financial and Administrative Systems Support	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -		0	\$ -	\$ -	\$ -	\$ -	\$ -
IT Administration & Management	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -		0	\$ -	\$ -	\$ -	\$ -	\$ -
Portal/Web Management	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -		0	\$ -	\$ -	\$ -	\$ -	\$ -
Data Center	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ 27,600	\$ -	\$ 27,600
Total	1.50	\$ 125,533	0.00	\$ -	0.00	\$ 5,000	1.50	\$ 130,533	0.00	9.00	\$ 69,400	\$ 22,000	\$ 54,420	\$ 5,000	\$ 281,353

Data Center Plant & Facility: \$ - (included in Data Center total)

	Currently Authorized Positions		OPS FTE	OPS FTE Cost	Contracted Services FTE	Contracted Services FTE Cost	Total Personnel	Total Personnel Cost	Servers - Mainframe	Servers - Non-Mainframe	Hardware	Software	External Service Provider	Other	TOTAL
	State FTE	State FTE Cost													
Strategic IT Services															
IV-C Service															
Agency Strategic IT Service #1	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #2	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #3	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #4	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #5	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #6	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #7	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #8	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #9	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #10	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #11	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #12	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #13	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #14	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #15	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Agency Strategic IT Service #16	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Total	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	0.00	\$ -	\$ -	\$ -	\$ -	\$ -

	Currently Authorized Positions		OPS FTE	OPS FTE Cost	Contracted Services FTE	Contracted Services FTE Cost	Total Personnel	Total Personnel Cost	Servers - Mainframe	Servers - Non-Mainframe	Hardware	Software	External Service Provider	Other	TOTAL
	State FTE	State FTE Cost													
TOTALS															
All Schedule IV-C Services															
Non-Strategic IT Services	1.50	\$ 125,533	0.00	\$ -	0.00	\$ 5,000	1.50	\$ 130,533	0	9	\$ 69,400	\$ 22,000	\$ 54,420	\$ 5,000	\$ 281,353
Strategic IT Services	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -	0	0	\$ -	\$ -	\$ -	\$ -	\$ -
Total	0.00	\$ -	0.00	\$ -	0.00	\$ -	1.50	\$ 130,533	0.00	9.00	\$ 69,400	\$ 22,000	\$ 54,420	\$ 5,000	\$ 281,353

+ Data Center Plant & Facility: \$ 281,353

	Currently Authorized Positions		OPS FTE	OPS FTE Cost	Contracted Services FTE	Contracted Services FTE Cost	Total Personnel	Total Personnel Cost
	State FTE	State FTE Cost						
COST BREAKDOWN								
All Schedule IV-C Services	% IT Positions	% Hardware	% Software	% External Service Provider	% Other	% of Total Reported IT Cost		
Non-Strategic IT Services	46.39%	24.67%	7.82%	19.34%	1.78%	100.00%		
Strategic IT Services	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.00%		
% of Total Reported IT Cost	46.395%	24.667%	7.819%	19.342%	1.777%			

Data Center Summary	Total	Total Utilized
Total Data Center Personnel		0.00
Total Servers from All IT Services - Mainframe		0
Total Servers from All IT Services - Non-Mainframe		9
Agency Data Center (TOTAL SQUARE FEET)	0	0
Computing Facilities (TOTAL SQUARE FEET)	221	100
Office Space (TOTAL SQUARE FEET)	280	100
Backup Generator, Power Distribution Units, UPS, etc. (CAPACITY IN KW)	10	
Utilities-Electricity (ESTIMATED TOTAL ANNUAL KWH)	0	

Dept/Agency: (Department of Citrus)
Prepared by: (Andrew Van Clief, CIO)
Phone: (863-537-3973)
Date Completed: (10/11/2010)

#	Name of IT System	Description of IT System	Agency Program or Function Supported	Notes
1	Revenue System	Citrus revenue database	Accounting	Custom SQL application
2	Licensing System	Citrus license database	Legal/Regulatory	DOACS Oracle system
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				

#	Name of IT System	Description of IT System	Agency Program or Function Supported	Notes
22				
23				
24				
25				
26				
27				
28				
29				
30				
31				
32				

(Insert as many rows into table as needed.)

Dept/Agency: **(Department of Citrus)**
 Submitted by: **(Andrew Van Clief, CIO)**
 Phone: **(863-537-3973)**
 Date submitted: **(10/11/2010)**

Agency Financial and Administrative Systems Support Service

This service enables users in the agency's administrative and support areas to operate and maintain the non-strategic applications that support agency administrative. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify major IT application systems that are included (in whole or part) in this IT Service:

1	Agency Revenue System	5	
2	Agency Licensing System	6	
3	Office suite software	7	
4		8	

1. IT Service Definition

1.1. Who is the service provider? *(Indicate all that apply)*

- Central IT staff
- Program staff
- Other state agency *(non-primary data center)*
- Other External Service Provider *(specify)* _____
- Southwood Shared Resource Center
- Northwood Shared Resource Center
- Northwest Regional Data Center

1.2. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.3)

1.3. Please identify the number of users of this service. 16

1.4. How many locations currently host agency financial/ administrative systems? 2

2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider? *(Identical, Very Similar, No)* No

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

- Yes
- No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

Outside service provider could not provide service as efficiently as internal staff

3. IT Service Levels Required to Support Business Functions

Answer the following questions for the primary or dominant IT system within this IT Service.

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days that service is required (e.g., 0700-1800 M-F, 24/7) for:

3.2.1.1. User-facing components of this IT service (online) 24/7

3.2.1.2. Back-office-facing components of this IT service (batch and maintenance) 24/7

3.2.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (e.g., 15 min, 30 min, 60 min)? 24 hours

3.2.2.1. What are the impacts on the agency's business if this down-time standard is exceeded?

Delay in job function; delay in revenue collection if downtime greater than seven days

3.2.3. Are there any agency-unique service requirements? Yes No

If yes, specify (include any applicable constitutional, statutory, or rule requirements)

3.2.4. What are security requirements for this IT service? (Indicate all that apply)

- User ID/Password Access through Internet or external network
- Access through internal network only Access through Internet with secure encryption
- Other: Remote access via State VPN for select staff only.

3.2.5. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

- Yes No

3.2.5.1. If yes, please specify and describe:

Sensitive data must be protected in accordance with appropriate policy and law

4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management

- Yes No

If yes, briefly describe the frequency of reports and how they are provided:

4.2. Are currently defined IT service levels adequate to support the business needs?

Yes No

4.2.1. If no, what changes need to be made to the current IT service? *(Briefly explain)*

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete
None				

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

Citrus advertising trust fund

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

None

5.3. Other pertinent information related to this service

Dept/Agency: **(Department of Citrus)**
 Submitted by: **(Andrew Van Clief, CIO)**
 Phone: **(863-537-3973)**
 Date submitted: **(10/11/2010)**

Data Center Service

This service provides the centralized operation and management of data center services through (a) data centers and computing facilities as defined in s. 282.0041, F.S., and (b) single logical-server installations. It includes all resources required to perform data center functions identified in s. 282.201(2)(d)1.e., F.S. for agency strategic and non-strategic IT services.

Statutory definitions from s. 282.0041, F.S., are provided here for convenience:

- **"Primary data center"** means a state or non-state agency data center that is a recipient entity for consolidation of non-primary data centers and computing facilities. A primary data center may be authorized in law or designated by the Agency for Enterprise Information Technology pursuant to s. [282.201](#).
- **"Data center"** means agency space containing 10 or more physical or logical servers any of which supports a strategic or nonstrategic information technology service, as described in budget instructions developed pursuant to s. [216.023](#).
- **"Computing facility"** means agency space containing fewer than a total of 10 physical or logical servers, any of which supports a strategic or nonstrategic information technology service, as described in budget instructions developed pursuant to s. [216.023](#), but excluding single, logical-server installations that exclusively perform a utility function such as file and print servers.

Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify the non-strategic and strategic IT services that are supported (in whole or part) by data center services offered at the following data centers and computing facilities.		
1	Northwood Shared Resource Center	Hosts HQ e-mail, BES, SQL, remote access and admin servers
2	Southwood Shared Resource Center	Hosts agency FTP site
3	Northwest Regional Data Center	
4	Agency (non-primary) Data Center	
5	Agency Computing Facilities	
6	Other External Data Center(s)	

1. IT Service Definition

1.1. Who is the service provider? *(Indicate all that apply)*

- | | |
|---|--|
| <input checked="" type="checkbox"/> Central IT staff | <input checked="" type="checkbox"/> Northwood Shared Resource Center |
| <input type="checkbox"/> Program staff | <input checked="" type="checkbox"/> Southwood Shared Resource Center |
| <input type="checkbox"/> Other state agency <i>(non-primary data center)</i> | <input type="checkbox"/> Northwest Regional Data Center |
| <input type="checkbox"/> Other External Service Provider <i>(specify)</i> _____ | |

1.2. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.3)

1.3. Provide the following information regarding agency data centers included in this service:

1.3.1. Number of agency data center(s) 0

1.3.2. List the major IT application systems¹ hosted at each of these facilities:

Name of Agency Data Center	Major IT Application Systems Supported	External Agency Supported (if applicable)
None		

1.4. Provide the following information regarding agency computing facilities included in this service:

1.4.1. Number of agency computing facilities 1

1.4.2. List the major IT application systems¹ hosted at each of these facilities:

Name of Computing Facility	Major IT Application Systems Supported	External Agency Supported (if applicable)
Scientific Research Server Room	File/print, e-mail and backup only	None

1.5. Provide the following information regarding single logical-server installations included in this service:

1.5.1. Total number of logical servers not housed in an agency data center, agency computing facility, or primary data center 0

1.5.2. Total number of single logical-server installations 0

1.5.3. List all major IT application systems¹ supported by these servers in 1.5.1 and 1.5.2:

None

2. Data Center Consolidation

2.1. When are your agency data center and computing facilities scheduled for consolidation into a primary data center? *If not yet scheduled, indicate "Not Available."*

Headquarters computing facility consolidated with NSRC in February 2010

2.2. Has your agency specified service level requirements for this IT service in a service level agreement (SLA) executed with a primary data center in compliance with s. 282.203, F.S.?

Yes No

¹ Any custom developed system, commercially acquired, or open-source software product that is included in the definition of a non-strategic or strategic IT service. *Note: Strategic IT Services and their constituent systems are defined in Worksheets SC-1 & SC-2.*

2.2.1. If no, please explain the specific issues preventing execution, and describe your plan and schedule for resolving those issues.

[Redacted]

2.2.2. If yes, please provide an electronic copy of the executed service level agreement with your Schedule IV-C submission.

3. IT Service Levels Required to Support Business Functions

3.1. Timing and Service Delivery Requirements

3.1.1. Hours/Days that service is required (*e.g., 0600-2400 M-F, 24/7*) 24/7 [Redacted]

3.1.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (e.g., 5 min, 15 min, 60 min)? 15 min [Redacted]

3.1.3. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?
 Yes No

If yes, please specify and describe:

[Redacted]

3.1.4. Are there any agency-unique service requirements? Yes No

If yes, specify (*include any applicable constitutional, statutory, or rule requirements*)

[Redacted]

3.1.5. What are the security requirements for this IT service? (*Indicate all that apply*)

- | | |
|---|---|
| <input checked="" type="checkbox"/> Restricted system administration rights | <input checked="" type="checkbox"/> Secured entrance to facility |
| <input type="checkbox"/> Systems access through internal network only | <input type="checkbox"/> Systems access through secure encryption |
| <input type="checkbox"/> Criminal background check for data center staff | <input checked="" type="checkbox"/> Other: Limited State VPN access |

4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management?

Yes No

4.1.1. If yes, briefly describe the frequency of reports and how they are provided:

[Redacted]

4.2. Are currently defined IT service levels adequate to support the business needs of the agency?

Yes No

4.2.1. If no, what changes need to be made to the current IT service? (*Briefly explain*)

[Redacted]

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost of Completion
None				

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

Citrus advertising trust fund

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

None

5.3. Other pertinent information related to this service

Dept/Agency: **(Department of Citrus)**
 Submitted by: **(Andrew Van Clief, CIO)**
 Phone: **(863-537-3973)**
 Date submitted: **(10/11/2010)**

Desktop Computing Service

This service enables use of standard office automation functions, as well as access to other applications that require standard desktop functionality. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify the major hardware and commercial software associated with the Desktop Computer Service:			
1	Dell desktops and laptops	5	
2	Windows PC OS software	6	
3	Office suite software	7	
4	Antivirus software	8	

1. IT Service Definition

1.1. Who is the service provider? *(Indicate all that apply)*

- Central IT staff
- Program staff
- Other state agency *(non-primary data center)*
- Other External Service Provider *(specify)* _____
- Southwood Shared Resource Center
- Northwood Shared Resource Center
- Northwest Regional Data Center

1.2. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.3)

1.3. Please identify the number of users of this service. 53

1.4. How many locations currently use desktop computing services? 2

2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider?
(Identical, Very Similar, No, Unknown)

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

- Yes
- No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

Outside service provider could not service as efficiently as internal staff

3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days that service is required (*e.g., 0800-1600 M-F, 24/7*)

24/7

3.2.2. What are the impacts on the agency's business if the Desktop Service is not available?

Would not be able to access productivity software, data, e-mail etc.

3.2.3. Are there any agency-unique service requirements?

Yes No

If yes, specify (*include any applicable constitutional, statutory, or rule requirements*)

3.2.4. What are security requirements for this IT service? (*Indicate all that apply*)

- User ID/Password
- Access through Internet or external network
- Access through internal network only
- Access through Internet with secure encryption
- Other: Remote access to terminal server/user desktop via State VPN for select staff only.

3.2.5. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

Yes No

3.2.5.1. If yes, please specify and describe:

4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management

Yes No

If yes, briefly describe the frequency of reports and how they are provided:

4.2. Are currently defined IT service levels adequate to support the business needs?

Yes No

4.2.1. If no, what changes need to be made to the current IT service? (*Briefly explain*)

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost of Completion
None				

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

Citrus advertising trust fund

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

None

5.3. Other pertinent information related to this service

Upgrades/patches applied to appropriate systems as required

Dept/Agency: **(Department of Citrus)**
 Submitted by: **(Andrew Van Clief, CIO)**
 Phone: **(863-537-3973)**
 Date submitted: **(10/11/2010)**

E-Mail, Messaging, and Calendaring Service

This service enables users to send and receive e-mail and attachments, perform departmental calendaring, manage address lists, create and maintain shared or private folders, and store message data provided through the e-mail service. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify the major hardware and commercial software associated with the E-Mail Service:			
1	Compaq/HP Servers	5	
2	GroupWise 6.5 e-mail system software	6	
3	Blackberry Enterprise Server 4.1	7	
4		8	

1. IT Service Definition

1.1. Who is the service provider? *(Indicate all that apply)*

- Central IT staff
- Program staff
- Other state agency *(non-primary data center)*
- Other External Service Provider *(specify)* _____
- Southwood Shared Resource Center
- Northwood Shared Resource Center
- Northwest Regional Data Center

1.2. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.3)

1.3. Please identify the number of users (e-mail accounts/mailboxes) of this service. 57

1.4. How many locations currently host IT assets and resources used to provide e-mail, messaging, and calendaring services? 2

2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider? *(Identical, Very Similar, No)* No

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

- Yes
- No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

Agency uses internal e-mail system. Outside service provider could not provide same service as efficiently.

3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days that service is required (e.g., 0600-2100 M-F, 24/7): 24/7

3.2.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (e.g., 5 min, 15 min, 60 min)? 24 hours

3.2.2.1. What are the impacts on the agency's business if this down-time standard is exceeded?

Inability to access e-mail, calendars, appointments etc.

3.2.3. Are there any agency-unique service requirements? Yes No

If yes, specify (include any applicable constitutional, statutory, or rule requirements)

Secure remote access required for select staff

3.2.4. What are security requirements for this IT service? (Indicate all that apply)

- User ID/Password
- Access through Internet or external network
- Access through internal network only
- Access through Internet with secure encryption
- Other: Remote access via State VPN for select staff only.

3.2.5. Are there any federal, state, or agency records retention or privacy policies, restrictions, or requirements applicable to this IT Service?

- Yes
- No

3.2.5.1. If yes, please specify and describe:

E-mail must be protected in accordance with State and agency policy. Archives must be retained to comply with records retention policies.

4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management?

- Yes
- No

If yes, briefly describe the frequency of reports and how they are provided:

4.2. Are currently defined IT service levels adequate to support the business needs?

Yes No

4.2.1. If no, what changes need to be made to the current IT service? *(Briefly explain)*

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost of Completion
None				

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

Citrus advertising trust fund

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

None

5.3. Other pertinent information related to this service

Upgrades/patches applied to appropriate systems as required

Dept/Agency: **(Department of Citrus)**
 Submitted by: **(Andrew Van Clief, CIO)**
 Phone: **(863-537-3973)**
 Date submitted: **(10/11/2010)**

Helpdesk Service

This service involves the centralized or consolidated intake and resolution of IT system problems for users and stakeholders throughout the department. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify any major hardware and commercial software associated with the Helpdesk Service:			
1	None	5	
2		6	
3		7	
4		8	

1. IT Service Definition

1.1. Who is the service provider? *(Indicate all that apply)*

- Central IT staff
- Program staff
- Other state agency *(non-primary data center)*
- Other External Service Provider *(specify)* _____
- Southwood Shared Resource Center
- Northwood Shared Resource Center
- Northwest Regional Data Center

1.2. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.3)

1.3. Please identify the number of users of this service: 53 _____

1.4. How many locations currently host IT assets and resources used to provide helpdesk services? 3 _____

1.5. What communication channels are used for the service? *(Indicate all that apply)*

- On-line self-serve
- Telephone/IVR
- Remote desktop (e.g., PC Anywhere)
- Other _____
- On-line interactive
- Face-to-face

1.6. What is the scope of the service provided by the Help Desk: *(Check all boxes that apply)*

Help Desk Action	Simple problems	Moderately complex problems	Complex problems
Accepting and logging			
Referring/escalating			
Tracking and reporting			
Resolving/closing			

1.7. Please identify the major IT systems or services for which the Help Desk must provide assistance:

1	None	5	
2	Informal helpdesk function handles all IT	6	
3	related issues	7	
4		8	

2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider?
(Identical, Very Similar, No, Unknown) No

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

Yes No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

Outside service provider could not provide same service as efficiently as internal staff.

3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days the Help Desk service is required *(e.g., 0800-1600 M-F, 24/7)* 24/7

3.2.2. What are the impacts on the agency's business if the Help Desk service is not available?

Negative impact on work efficiency

3.2.3. What is the average monthly volume of calls/cases/tickets? Unknown

3.2.4. Are there any agency-unique service requirements? Yes No

If yes, specify *(include any applicable constitutional, statutory, or rule requirements)*

3.2.5. What are security requirements for this IT service? *(Indicate all that apply)*

- User ID/Password Access through Internet or external network
- Access through internal network only Access through Internet with secure encryption
- Other: No specific security requirements defined

3.2.6. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

Yes No

3.2.6.1. If yes, please specify and describe:

[Empty text box]

4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management?

Yes No

If yes, briefly describe the frequency of reports and how they are provided:

[Empty text box]

4.2. Are currently defined IT service levels adequate to support the business needs?

Yes No

4.2.1. If no, what changes need to be made to the current IT service? *(Briefly explain)*

[Empty text box]

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost of Completion
None				

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

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5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

None

5.3. Other pertinent information related to this service

Informal helpdesk function provided by existing IT staff as required.

Dept/Agency: **(Department of Citrus)**
 Submitted by: **(Andrew Van Clief, CIO)**
 Phone: **(863-537-3973)**
 Date submitted: **(10/11/2010)**

IT Administration and Management Service

This service enables the management and administration of the agency's central IT program or unit. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify major IT application systems that are included (in whole or part) in this IT Service:			
1	None	5	
2		6	
3		7	
4		8	

1. IT Service Definition

1.1. Who is the service provider? *(Indicate all that apply)*

- Central IT staff
- Program staff
- Other state agency *(non-primary data center)*
- Other External Service Provider *(specify)* _____
- Southwood Shared Resource Center
- Northwood Shared Resource Center
- Northwest Regional Data Center

1.2. How many locations currently host assets and resources used to provide IT administration and management services? 2

2. Service Unique to Agency

2.1. If the same level of service could be provided through another agency or external source for less than the current cost of the IT service, could your agency change to another service provider?

- Yes
- No

2.1.1. If yes, what must happen for your agency to use another IT service provider?

2.1.2. If not, why does your agency need to maintain the current provider for this IT service?

Outside service provider could not provide service as efficiently as internal staff

3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

[Redacted text box]

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days that service is required (e.g., 0800-1600 M-F, 24/7) for the systems included in this service:

24/7

3.2.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (e.g., 5 min, 15 min, 60 min)?

24 hours

3.2.3. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

Yes No

If yes, please specify and describe:

[Redacted text box]

3.2.4. Are there any agency-unique service requirements?

Yes No

If yes, specify (Include any applicable constitutional, statutory, or rule requirements)

[Redacted text box]

4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management?

Yes No

If yes, briefly describe the frequency of reports and how they are provided:

[Redacted text box]

4.2. Are currently defined IT service levels adequate to support the business needs of the agency?

Yes No

If no, what changes need to be made to the current IT service? (Briefly explain)

[Redacted text box]

4.2.1. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service. Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete
None				

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

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5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

None

5.3. Other pertinent information related to this service

Dept/Agency: **(Department of Citrus)**
Submitted by: **(Andrew Van Clief, CIO)**
Phone: **(863-537-3973)**
Date submitted: **(10/11/2010)**

IT Security/Risk Mitigation Service

This service involves the implementation of measures to reduce risk and ensure continuity of the IT Services supporting the agency. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

1. IT Service Definition

1.1. Who is the service provider? *(Indicate all that apply)*

- | | |
|---|---|
| <input checked="" type="checkbox"/> Central IT staff | <input type="checkbox"/> Southwood Shared Resource Center |
| <input type="checkbox"/> Program staff | <input type="checkbox"/> Northwood Shared Resource Center |
| <input type="checkbox"/> Other state agency <i>(non-primary data center)</i> | <input type="checkbox"/> Northwest Regional Data Center |
| <input type="checkbox"/> Other External Service Provider <i>(specify)</i> _____ | |

1.2. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.3)

2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider?
(Identical, Very Similar, No) **No**

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

- Yes No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

Outside service provider could not provide service as efficiently as internal staff

3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

3.2. Timing and Service Delivery Requirements

- 3.2.1. Hours/Days that service is required (e.g., 0800-1600 M-F, 24/7): 24/7
- 3.2.2. In the event of an emergency, how quickly must essential services be restored to maintain the agency's continuity of operations? 1 week
- 3.2.3. How frequently must the IT disaster recovery plan be tested? 1 year
- 3.2.4. In the event of a security breach, what is the agency's tolerance for down time of security IT services during peak periods, i.e., time before management-level intervention occurs (e.g., 10 min, 60 min, 4 hours)? 60 min
- 3.2.5. Are there any agency-unique service requirements? Yes No
If yes, specify (include any applicable constitutional, statutory, or rule requirements)

- 3.2.6. What are security requirements for this IT service? (Indicate all that apply)
 - User ID/Password Access through Internet or external network
 - Access through internal network only Access through Internet with secure encryption
 - Other: Remote access via State VPN for select staff only.
- 3.2.7. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?
 - Yes No

If yes, please specify and describe:

Sensitive data must be protected in accordance with appropriate policy and law

4. User/customer satisfaction

- 4.1. Are service level metrics reported regularly to business stakeholders or agency management?
 - Yes No

If yes, briefly describe the frequency of reports and how they are provided:

- 4.2. Are currently defined IT service levels adequate to support the business needs?

Yes No

- 4.2.1. If no, what changes need to be made to the current IT service? (Briefly explain)

- 4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service. Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete
None				

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

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5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

None

5.3. Other pertinent information related to this service

Dept/Agency: **(Department of Citrus)**
 Submitted by: **(Andrew Van Clief, CIO)**
 Phone: **(863-537-3973)**
 Date submitted: **(10/11/2010)**

Network Service

This service enables data connectivity and transport using Local Area Network (LAN) and/or Wide Area Network (WAN) technologies. Please consult the *Guidelines for Schedule IV-C: IT Costs and Service Requirements* for the complete definition of this IT Service and specific direction on how to complete this document.

Identify the major hardware and commercial software associated with this service:			
1	Compaq/HP servers	5	HP storage/backup devices
2	3Com and Juniper switches	6	Juniper security appliances planned
3	NetWare NOS	7	
4	Windows NOS	8	

1. IT Service Definition

1.1. Who is the LAN service provider? *(Indicate all that apply)*

- Central IT staff
- Program staff
- Other state agency *(non-primary data center)*
- Other External Service Provider *(specify)* _____
- Southwood Shared Resource Center
- Northwood Shared Resource Center
- Northwest Regional Data Center

1.2. Who is the WAN service provider? *(Indicate all that apply)*

- Central IT staff
- Program staff
- Another State agency
- External service provider

1.3. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.3)

1.4. Please identify the number of users of the Network Service. 53

1.5. How many locations currently host IT assets and resources used to provide LAN services? 3

1.6. How many locations currently use WAN services? 3

1.7. What types of WAN connections are included in this service? *(Indicate all that apply)*

- ATM
- SUNCOM RTS
- Radio
- Other MyFlorida network
- Frame Relay
- Internet
- Satellite
- Cellular Network
- Dedicated Wired connection
- Dial-up connection

2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider?
(Identical, Very Similar, No) No

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

Yes No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

Outside service provider could not provide service as efficiently as internal staff

3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for LAN service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

3.2. Has the agency specified the service level requirements for WAN service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

3.3. Timing and Service Delivery Requirements

3.3.1. Hours/Days that service is required *(e.g., 0800-1600 M-F, 24/7)* for:

3.3.1.1. Online availability 24/7

3.3.1.2. Offline and availability for maintenance PM as req.

3.3.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs *(e.g., 5 min, 15 min, 60 min)*? 15 min

3.3.2.1. What are the impacts on the agency's business if this down-time standard is exceeded?

3.3.3. Does the agency have a standard for required bandwidth its locations? Yes No

If yes, indicate the standard *(e.g. fiber channels for certain locations)*

3.3.4. Are there any agency-unique service requirements? Yes No

If yes, specify *(include any applicable constitutional, statutory, or rule requirements)*

3.3.5. What are security requirements for this IT service? *(Indicate all that apply)*

- User ID/Password Access through Internet or external network
- Access through internal network only Access through Internet with secure encryption
- Other: Remote access via State VPN for select staff only.

3.3.6. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

Yes No

3.3.6.1. If yes, please specify and describe:

Sensitive data must be protected in accordance with appropriate policy and law

4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management?

Yes No

If yes, briefly describe the frequency of reports and how they are provided:

4.2. Are currently defined IT service levels adequate to support the business needs?

Yes No

4.2.1. If no, what changes need to be made to the current IT service? *(Briefly explain)*

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete
None				

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

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5.3. Other pertinent information related to this service

Upgrades/patches applied to appropriate systems as required

Dept/Agency: **(Department of Citrus)**
 Submitted by: **(Andrew Van Clief, CIO)**
 Phone: **(863-537-3973)**
 Date submitted: **(10/11/2010)**

Portal/Web Management Service

The Portal/Web Management service enables the publishing of the agency's standard, mission-critical information with its employees and the public. Please consult the Guidelines for Schedule IV-C: IT Costs and Service Requirements for the complete definition of this IT Service and specific direction on how to complete this document.

Identify the major hardware and commercial software associated with this service:			
1	None – Agency does not support any	5	
2	portal/web management services.	6	
3	Therefore, remaining questions are	7	
4	not applicable.	8	

1. IT Service Definition

1.1. Who is the service provider? *(Indicate all that apply)*

- Central IT staff
- Program staff
- Other state agency *(non-primary data center)*
- Other External Service Provider *(specify)* _____
- Northwood Shared Resource Center
- Southwood Shared Resource Center
- Northwest Regional Data Center

1.2. Who uses the service? *(Indicate all that apply)*

- Agency staff (state employees or contractors)
- Employees or contractors from one or more additional state agencies
- External service providers
- Public (please explain in Question 5.3)

- 1.3. Please identify the number of Internet users of this service. _____
- 1.4. Please identify the number of intranet users of this service. _____
- 1.5. How many locations currently host IT assets and resources used to provide this service? _____

2. Service Unique to Agency

2.1. Is a similar or identical IT service provided by another agency or external service provider? *(Identical, Very Similar, No)* _____

2.2. If the same level of service could be provided through another agency or source for less than the current cost of the IT service, could your agency change to another service provider?

- Yes
- No

2.2.1. If yes, what must happen for your agency to use another IT service provider?

2.2.2. If not, why does your agency need to maintain the current provider for this IT service?

3. IT Service Levels Required to Support Business Functions

3.1. Has the agency specified the service level requirements for this IT Service?

- Yes; formal Service Level Agreement(s)
- Yes; informal agreement(s)
- No; specific requirements have not been determined and approved by the department

If you answered "Yes," identify major (formal or informal) service level requirements:

3.2. Timing and Service Delivery Requirements

3.2.1. Hours/Days that service is required (e.g., 0600-2100 M-F, 24/7):

3.2.2. What is the agency's tolerance for down time during peak periods, i.e., time before management-level intervention occurs (e.g., 5 min, 15 min, 60 min)?

3.2.2.1. What are the impacts on the agency's business if this down-time standard is exceeded?

3.2.3. Are there any agency-unique service requirements? Yes No

If yes, specify (include any applicable constitutional, statutory, or rule requirements)

3.2.4. What are security requirements for this IT service? (Indicate all that apply)

- | | |
|---|---|
| <input type="checkbox"/> User ID/Password | <input type="checkbox"/> Access through Internet or external network |
| <input type="checkbox"/> Access through internal network only | <input type="checkbox"/> Access through Internet with secure encryption |
| <input type="checkbox"/> Other _____ | |

3.2.5. Are there any federal, state, or agency privacy policies or restrictions applicable to this IT Service?

- Yes No

3.2.5.1. If yes, please specify and describe:

4. User/customer satisfaction

4.1. Are service level metrics reported to business stakeholders or agency management?

- Yes No

4.1.1. If yes, briefly describe the frequency of reports and how they are provided:

4.2. Are currently defined IT service levels adequate to support the business needs?

- Yes No

4.2.1. If no, what changes need to be made to the current IT service? *(Briefly explain)*

4.2.2. List any significant projects that are underway or planned to upgrade or enhance any system, resource, or process associated with this IT service. *Please indicate the D3-A issue number in the Description for any projects that require funds in a legislative budget request for FY 2011-12.*

Project Name	Description	Start Date	End Date	Estimated Total Cost to Complete

5. Additional Information

5.1. Please describe the funding source(s), i.e., general revenue, trust fund, federal grant, or other, that is used to provide this service, and describe any anticipated adjustments to the funding source(s) or funding level for FY 2011-12

5.2. Please indicate whether there is a cost recovery or cost allocation plan for this service, and describe any anticipated adjustments or needed changes in the service funding model (e.g., charge-back, cost allocation, fee-per-transaction, etc.)

5.3. Other pertinent information related to this service



SERVICE LEVEL AGREEMENT

Between the

Department of Citrus

And

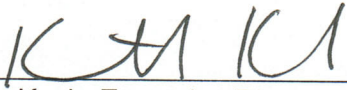
The Northwood Shared Resource Center

Master Agreement

Fiscal Years 2010 – 2013

*Service Level Agreement
Signature Authorization*

Department of Citrus:

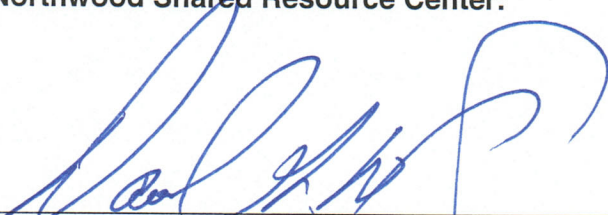


Ken Keck, Executive Director
Department of Citrus

28 JUNE '10

Date

Northwood Shared Resource Center:



David G. Warfel, Executive Director
Northwood Shared Resource Center

June 22, 2010

Date

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Glossary of Terms

Term	Definition
Agency for Enterprise Information Technology (AEIT)	A State of Florida agency charged with developing strategies for the design, delivery, and management of enterprise information technology services; monitoring delivery and management of those services; and establishing rules and policies for managing those services.
Business Day	Monday through Friday, excluding State holidays.
Business Hours	7:00 a.m. EST through 7:00 p.m. EST each Business Day.
CSIRT	Computer Security Incident Response Team
Customer	Customer shall mean those “state parties” or “parties” as defined in Section 282 and Section 216.011(1)(gg) of the Florida Statutes and those “public bodies” or “political subdivisions” as defined in Section 1.01(8) and Section 252.34(8) of the Florida Statutes.
Enterprise Change Control	A weekly meeting to review all desired and planned IT platform changes to evaluate impact to customers, ensure proper customer communication, and ensure the least amount of risk for service disruption.
Enterprise Help Desk	The Customer’s first point of contact for service requests, problem resolution.
Incident	Any request for service through the Enterprise Help Desk – includes general service inquiries, incident reports, etc.
Northwood Shared Resource Center (NSRC)	A full-service information-processing facility offering hardware, software, operations, networking, and co-location services.
OMB	Office of Management and Budget
Parties	Authorized representative of both the Provider and the Customer.
Professional Services	Additional technical services not included in a Service Level Agreement. These services include, but are not limited to, IT consulting, research, strategic planning, architectural design, implementation, migration assistance, security response, and issue resolution.
Provider	The Northwood Shared Resource Center.

Term	Definition
Service Change	A service change is defined as any change to hardware, software, network environment, etc., which directly affects the production environment within the Shared Resource Center. All service changes must be submitted to the weekly Enterprise Change Control.
Service Change – Emergency	Any Service Change which must be made in less than 24 hours.
Service Level Agreement (SLA)	A formal agreement entered into jointly by the Provider and the Customer that outlines the description of a service, the service level targets, costs, and the Provider and Customer responsibilities in delivering and receiving service from the Provider. The SLA includes the Master Agreement and all Attachments.
Service Response	Provider action taken in response to a customer's incident.

1 Statement of Purpose

This SLA formalizes the service terms between the Customer and the Provider, including the scope and definition of technical services, responsibilities for operational areas, service level targets, and the pricing for services delivered. This SLA also communicates the commitment of the Provider to furnish quality and prompt service to the Customer in a manner that contributes to the successful accomplishment of the Customer's mission.

In the event that any other entity assumes the present responsibilities of the Provider (e.g., through legislative enactment, contractual agreement, etc.), these services shall be provided under these same terms by the successor, under the provisions of the SLA, to the extent allowed under Florida Statute.

2 Legal Authority

This SLA is entered into by and between the Northwood Shared Resource Center (herein referred to as "Provider") and the Department of Citrus (herein referred to as "Customer"), pursuant to Section 282.203(1)(g), Florida Statutes.

All matters, whether sounding in tort or contract, relating to the validity, construction, interpretation, performance and enforcement of this agreement shall be determined by the laws of the State of Florida.

Any provision of this agreement in violation of the laws of the State of Florida shall be ineffective to the extent of such violation, without invalidating the remaining provisions of this agreement.

Any provision of this agreement in violation of rules adopted by the Agency for Enterprise Information Technology pursuant to Section 282.203, Florida Statutes shall be ineffective to the extent of such violation, without invalidating the remaining provisions of this agreement.

No delay or omission to exercise any right, power or remedy accruing to either party upon breach or default by either party under this agreement, shall impair any such right, power or remedy of either party; nor shall such delay or omission be construed as a waiver of any such breach of default, or any similar breach or default thereafter occurring; nor shall any waiver of single breach or default be deemed a waiver of any subsequent breach or default. All waivers must be in writing.

This agreement shall bind the successors, assigns and legal representatives of the Provider and of any legal entity that succeeds to the obligations of the Customer.

This agreement shall be unilaterally canceled by the Customer for refusal to allow public access to all documents, papers, letters or other material subject to the provisions of Chapter 119, Florida Statutes, and made or received in conjunction with the agreement.

In accordance with Section 287.134, Florida Statutes, the Provider will not enter in to a contract with an entity or affiliate who has: been placed on the discriminatory vendor list; may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit bids, proposals, or replies on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity.

The Customer shall consider the employment by any contractor of unauthorized aliens a violation of section 274(e) of the Federal Immigration and Nationalization Act. Such violation shall be cause for unilateral cancellation of this agreement.

3 Roles and Responsibilities

General roles and responsibilities are defined below. Additional roles and responsibilities may be outlined in the Product/Service Description section:

Service Responsibilities	Customer	Provider
Utilize the Provider's Enterprise Help Desk for all Provider service needs or service related inquiries	X	
Provide and maintain a single customer contact for service notifications (client-side distribution list recommended)	X	
Provide and maintain a single customer contact for billing related issues (client-side distribution list recommended)	X	
Provide and maintain a single customer contact for technical issues (client-side distribution list recommended)	X	
Provide and maintain a single customer contact for emergency outage issues (client-side distribution list recommended)	X	
Provide timely notification of changes to the Enterprise Change Control	X	
Provide prompt payment for services rendered	X	

Service Responsibilities	Customer	Provider
Adhere to the data center duties related to primary data centers as outlined in Chapter 282.203, Florida Statutes		X
Provide timely notification of any service changes		X
Provide timely notification of any planned outages		X
Provide timely written notification of rate changes upon Board of Trustees approval		X

Customer Contacts	
Service Notifications Contact / Distribution List	Andrew Van Clief asvc@citrus.state.fl.us
Billing Related Issues Contact / Distribution List	Dianne Screws dscrews@citrus.state.fl.us
Technical Contact / Distribution List	Andrew Van Clief asvc@citrus.state.fl.us
Emergency Outage Contact / Distribution List	Andrew Van Clief asvc@citrus.state.fl.us

4 Term and Renewal Conditions

The content of this SLA will be defined and approved by the NSRC Board of Trustees in compliance with rules of the Agency for Enterprise Information Technology (AEIT). Terms and rates for services are reviewed periodically to assure cost-recovery and are subject to change by the Board. Payment of invoice constitutes acceptance of all terms and conditions of the SLA for services paid.

This SLA will become effective upon signature by both Parties and will be effective for a term not to exceed three (3) years, ending no later than June 30, 2013. After that date the SLA may be renewed annually for up to three (3) years, contingent on approval by the NSRC Board of Trustees.

5 Transfer of Computing Services

Pursuant to Section 282.203(1)(g), Florida Statutes, the transfer of computing services between primary data center facilities without at least 180 days notice of service cancellation is prohibited.

6 Product / Service Definition

The following table contains the services that will be provided by the NSRC and indicates the Attachment to this document (if applicable) that contains details on the service provision.

Service Provided	Service Category	Attachment
X	Data Center Management	Attachment 2: Data Center Management Services

Service Provided	Service Category	Attachment
	Mainframe Services	Attachment 3: Mainframe Services
X	Open Systems Platform	Attachment 4: Open Systems Platform Services
X	Storage Management	Attachment 5: Storage Management Services
X	Windows Platform	Attachment 6: Windows Platform Services
TBD	Disaster Recovery	Attachment 7: Disaster Recovery Services

Each Service to be provided is described in an Attachment to this document describing the scope of services, standards and metrics, deliverables and roles and responsibilities as applicable. *Attachment 1, NSRC Service Catalog*, provides a detailed breakdown of the component parts of each service. Those services and component parts in *Attachment 1* marked by “X” in the “Service Provided” column represent the service(s) to be provided to the Customer under the terms of this agreement.

Any work performed by the Provider that is not included in the scope of the services marked with “X” and defined in the Attachment(s) to this agreement will be billed to the Customer at the Professional Services rate. This includes, but is not limited to, custom application troubleshooting, code review, data gathering for public records requests, investigation and remediation of unauthorized access or hacking, and architectural and design consulting. Every effort will be made to make the Customer aware of billable situations in advance of work done; however advance notice is not required to the extent services provided are identified here.

In order to reduce support costs, it is the policy of the Provider to make every effort to maintain software versions (including patches) no older than one level back from the manufacturer’s most current version.

7 Customer Funding Source

Acceptance of this SLA certifies the customer has secured appropriate funding to cover costs associated with service. Customer must have legal authority to incur costs and enter into agreement.

8 Service Cost Estimate

The estimated costs for service(s) provided to Customer as outlined in Paragraph 6 of this agreement will be based on the current rate structure approved by the Board of Trustees and published on the NSRC website at: <http://nsrc.myflorida.com/docs/price%20sheet.pdf>.

9 Billing Methodology

Recovery of costs by the Provider will be executed in accordance with a federally approved state cost rate proposal, based on the requirements of Attachment E to Federal OMB Circular No. A-87. When combined, direct and indirect service charges constitute the total cost to the Customer for the service being provided.

The Provider will invoice Customer on a monthly basis for service or services provided the preceding month based on utilization. Invoicing will begin in the first applicable billing cycle following delivery, installation, and implementation of the service. The Customer agrees to pay Provider for these services according to the current published Provider rates specified on Provider's website.

If for any reason an amount invoiced by the Provider to the Customer is shown to be incorrect, the appropriate credits and/or debits will be included on a subsequent invoice.

Invoice corrections that span fiscal years will be handled as a service fee credit if the Provider is overpaid and a debit for service fees if the Provider is underpaid for services. The Customer cannot make deposits or pay for goods and/or services in advance unless approved under rules issued by the Florida Chief Financial Officer.

The Customer agrees to pay for services provided within in accordance with Section 215.422, Florida Statutes. Invoice amounts in question by the Customer may be placed in dispute and handled according to the process outlined in the Escalation Procedures. The Customer may withhold payment only on the disputed portion of the invoice until the problem or issue is resolved by the Provider and the Customer or through remediation. The Customer will have 15 days after receipt of an invoice to file a written dispute of any charges with the Provider. If a written dispute is not filed with the Provider within 15 days, the Customer will be held responsible for payment of the amount invoiced for services provided. The Customer acknowledges that it is in the best interest of the state for the Provider to meet its financial obligations to the entities with which the Provider has contracted to provide these services, and that prompt Customer payment of undisputed amounts on Provider invoices is a necessary component of satisfying these obligations. Therefore, failure to pay undisputed amounts promptly may subject the Customer to any necessary remedial actions and limitation or discontinuation of services.

Any service provided stemming from agreements entered into with the Provider, shall be invoiced for specific cost of services and shall be submitted with reasonable detail for a proper pre-audit and post-audit thereof.

Invoice payments will be made via journal transfer (JT) or electronic funds transfer (EFT) whenever possible. If unable to pay by JT or EFT, other arrangements can be made in advance.

All bills incurred by the Provider for any Customer related travel expenses shall be submitted and paid in accordance with the rates specified in Section 112.061, Florida Statutes, governing payments by the State for travel expenses. Travel expenses shall be pre-approved by the Customer and Provider prior to travel being taken.

All Parties recognize that the State of Florida, by virtue of its sovereignty, is not required to pay any taxes on the services and/or goods or equipment purchases as an incident to such service.

10 Service Rate Adjustment Process

The Provider uses a double step-down cost accounting process in accordance with a federally approved state cost rate methodology, based on the requirements of Attachment E to Federal

OMB Circular No. A87 to determine cost based rates on a periodic basis. Currently, this activity occurs on an annual basis.

11 Service Termination

This SLA has a contract term of 3 years, with the option to renew for up to 3 additional years contingent on approval by the Board. Termination of this agreement requires at least a 180-day notice of service cancellation.

If the Customer wishes to discontinue this Agreement, the Customer must submit the request in writing no later than 180 days before the end of the term. If notice is not received, this Agreement may be renewed for an additional term; rates may be subject to change at time of renewal. The Provider will continue to invoice the Customer until the effective service termination date.

If the Provider, as part of its necessary performance and service to the Customer, has been required to purchase equipment, licenses and/or certificates, the Customer agrees to continue to be financially liable and responsible for the outstanding amount due for the equipment, the duration of the licenses and/or certificates, even though the Customer has terminated the services of the Provider.

Unless otherwise noted within this Agreement, all equipment, software, or other resources purchased by the Provider in execution of this Agreement will remain the property of the Provider upon the termination of the Agreement. Likewise, unless otherwise noted in this Agreement, all equipment, software, or other resources purchased by the Customer in execution of this Agreement will remain the property of the Provider upon termination of this Agreement.

This SLA may be terminated by either party for cause only after giving the other party and the AEIT notice in writing of the cause for termination and an opportunity for the other party to resolve the identified cause within a reasonable period as determined by AEIT.

12 Service Planning and Review

Customer and Provider will conduct joint service planning and review sessions at least quarterly in order to ensure open communications, share strategic initiatives and plan accordingly, discuss performance, and review costs. At these sessions the Parties will, at a minimum, conduct capacity review and planning, service array and business needs assessment, budget planning and utilization review, and performance review.

13 Dispute Mediation

In the event that disputes or performance issues arise; the Customer will document and deliver the specific issues to the Provider's Platform Manager. The Provider will be given an opportunity to address and resolve the issue(s). Likewise, issues associated with the Customer's performance under this agreement shall be documented by the Provider and transmitted to the Customer's authorized representative. Issues(s) will be addressed and resolved in a timely manner.

14 Escalation Process

If a dispute or issue is not resolved between the Customer’s authorized representative and the Provider’s Platform Manager, the dispute or issue will be escalated through the escalation levels in the table below.

Level	Customer	Provider
1	Chief Information Officer	Platform Manager
2	Chief of General Services	Director of Computer Operations
3	Comptroller	Executive Director
4	Executive Director	Chair, NSRC Board of Trustees

Failing a satisfactory resolution through this escalation process the following entities will preside over the mediation process:

- AEIT or a neutral third-party shall act as mediator
- Division of Administrative Hearings (pursuant to s. 120.573)

15 Performance Penalties

Services are provided solely on a cost recovery basis. Any costs associated with established penalties would have to be recovered through rates charged for services. Federal OMB Circular No. A-87 requires equitable cost allocation for services to customer agencies. For these reasons the Provider cannot establish direct or indirect financial penalties for not meeting service level targets. However, the Provider may report to the Board of Trustees their success in meeting service levels for each service provided, and identify and speak to any shortfalls.

The Provider is committed to meeting service level targets specified in the SLAs and will conduct performance reviews in addition to the quarterly service planning and review meetings specified in Paragraph 12 when requested by the Customer to assess the level of service provided.

16 Change Control Process Adherence

The Provider has internal change management procedures for reducing the risk of impact to the Customer when changes to production environments occur, and increasing the level of appropriate communication to the Customer. A weekly Change Control meeting is held to review all changes impacting services prior to any changes being implemented. Change control procedures exist for all scheduled and emergency changes associated with services covered by this Agreement. Advance notification of changes is required and sufficient time for the review and approval process to take place is necessary. The Customer agrees to provide contact information for change control notification, scheduled change activities, and emergency change approval. It is the responsibility of the Customer to notify Provider, through the Enterprise Help Desk, that a change as communicated may impact or disrupt Customer business functions.

17 Standard Maintenance Window

The standard maintenance window for all Provider platforms, unless otherwise noted within this agreement (including Attachments), is as follows:

Mid-Range Maintenance Window

Name	Time	Characteristics
Normal IT Maintenance Window	Normal Business Days: 1900 – 0700 Saturday and Sunday: All day	Normal maintenance, changes, and system enhancements will be performed during this time. Notification of expected down time between 7:00AM and 6:00PM on non-Normal Business Days (weekends and holidays) will be provided to customers. Routine facility maintenance and testing.
Normal Backup Maintenance Window	Friday 1700	Normal maintenance, changes and system enhancements will be performed during this time.
DMS SUNCOM Network Maintenance Window	Monday 0030 – 0700	Normal network maintenance, changes and system enhancements will be performed by DMS SUNCOM during this time.

18 IT Security Management

To ensure the integrity of the State of Florida network and all associated information technology systems, pursuant to Rule 60DD-2, F.A.C., the Provider requires the Customer to cooperate with the Office of Information Security (OIS) within the Agency for Enterprise Information Technology (AEIT).

The Provider will establish and follow procedures internally to assure compliance with and monitoring of industry security standards and Health Insurance Portability and Accountability Act (HIPAA) requirements.

19 Security Incidents

The Provider will be responsible for ensuring Operating System level patches are applied to all systems through a mutually agreed on schedule and established test, pilot, and production release process. Customer is responsible for application-level security, including, but not limited to, security patches for Customer managed applications. The Provider will follow industry standard best practice for network and application security scans. All Customer applications must pass the Provider web scan requirements. Application security should be done according to industry accepted best practices and include data validation to mitigate against malicious activity. Provider assistance necessary to mitigate security incidents caused by Customer applications will be billed at professional service rates.

The Provider is responsible for security of all Provider services outlined within this document. The Provider will follow AEIT generic CSIRT guidelines. The Provider and Customer will initiate internal CSIRT procedures as defined by AEIT and NSRC security policies.

20 Disaster Recovery

Disaster Recovery is not automatically a part of this agreement unless otherwise specified in this agreement. The Provider offers a Disaster Recovery (DR) option through which agencies can meet their statutory requirements for the disaster recovery of their mission critical computing systems and applications.

21 Continuity of Operations Planning (COOP)

Agencies are responsible for their own COOP planning. It is the responsibility of the Customer to maintain an up-to-date COOP plan and to provide COOP instructions to the Provider with regard to any service the Provider provides in support of mission critical business functions.

22 Enterprise Help Desk Operations

The Provider maintains a Enterprise Help Desk which serves as the single point of contact for customer support needs. All requests for services including general service inquiries, incident reports, etc. must be placed through the Enterprise Help Desk. The following table provides three methods of contacting the Enterprise Help Desk.

Contact by	At
Phone	850.487.9400
email	DCF_Helpdesk@dcf.state.fl.us
electronic ticket	http://apps.dcf.state.fl.us/helpdesk/selfserviceticket.asp

23 Enterprise Help Desk Severity and Incident Escalation

All requests for service are assigned an incident number and a severity level, and prioritized using the following table:

Severity	Defined Severity	Description
1	Critical	The majority of customers are experiencing a complete failure of a mission critical application, platform or connection that is interrupting the customers' business function.
2	High	A customer is experiencing a partial failure of a supported application, platform, connection or environment that is disrupting the customer's business function.
3	Medium	A customer is experiencing a reduced level of efficiency and performance of a supported application, platform, connection or environment that is impacting the customer's business productivity.
4	Low	A customer has a functional (how-to) question that they cannot answer through the Enterprise Help Desk or wants to submit a request for installation or change of service in their technical or physical environment.

The following table outlines the standard response time for escalation for each severity.

Standard Tier Two Plus Response Times – By Severity				
	1 – Critical	2 – High	3 – Medium	4 - Low
Platform Support Group	1 Hours	2 Hours	8 Business Hours	3 Business Days
Automatic Escalation to Platform Management	30 Minutes	1 Hour	2 Business Hours	4 Business Hours
Automatic Escalation to Second Level Management	30 Minutes	1 Hour	2 Business Hours	N/A
Automatic Escalation to Upper Level Management and notification sent to the NSRC Executive Management	30 Minutes	1 Hour	4 Business Hours	N/A
Total Escalation Time	2.5 Hours	5 Hours	2 Business Days	3.5 Business Days

24 Hours of Operation

The Enterprise Help Desk provides customer support from 7:00 am to 8:00 pm Monday through Thursday and 7:00 am to 7:00 pm on Friday and 8:00 am to 5:00 pm on Saturday. The Enterprise Help Desk is on call Monday through Thursday until 12 midnight and 24x7 Friday through Monday until 7:00 am.

25 Document Change Management

It is mutually understood and agreed that any communications, promises, representations or agreements not included in writing in this agreement shall not be binding upon any party and that the agreement may not be altered, modified or otherwise changed at any time except with the written consent of each of the parties hereto.

This Service Level Agreement will remain in effect until the stated termination date unless amended or replaced with an updated version. To make modifications to this agreement, the Coordinators listed below must be contacted and modifications jointly approved by Customer's and Provider's representatives or their designees.

SLA Coordinators		
	Name	Phone
Customer SLA Coordinator	Debra J. Funkhouser DFUNKHOU@citrus.state.fl.us	863-537-3974
Provider SLA Coordinator	Jennifer H. Stone Jennifer_stone@dcf.state.fl.us	850-487-8949

Any revisions or amendments to this SLA shall be documented in the Revision Log, below, and initialed by the Customer and Provider SLA Coordinator or their designee.

Date	Revision #	Brief Description of Change	SLA Coordinator Initials (or designee)	
			Customer	Provider

26 Attachment 1. NSRC SERVICE CATALOG

LABOR SERVICES

HOURLY WORK

Service Provided	Platform/Service	Billing Unit/ Frequency	Service Description
	Labor Services - NSRC Staff	Per Labor Hour	Professional Services work completed by NSRC employees.

DATA CENTER MANAGEMENT (Attachment #2)

DATA CENTER HOSTING

Service Provided	Platform/Service	Billing Unit/ Frequency	Service Description
	SRC Raised Floor Space	Per Square Foot	Computer room raised floor service.
	Offsite Tape Storage – Mainframe	Per Tape/Daily	Charge is for vaulting/storing backup media at offsite storage facility
X	Offsite Tape Storage - Midrange	Per Tape/Daily	Charge is for vaulting/storing backup media at offsite storage facility

PRINT SERVICES

Service Provided	Platform/Service	Billing Unit/ Frequency	Service Description
	Print – Midrange	Per 1000 Print Impressions/ Monthly	Pages printed by third party vendor
	Print – Mainframe	Per 1000 Print Lines/ Monthly	Pages printed by third party vendor

COMMUNICATIONS PORTS: Network-to-Network Interface (NNI)

Service Provided	Platform/Service	Billing Unit/ Frequency	Service Description
X	NNI 100 Mb Local	Per 100 Mb Port/ Monthly	100 Mb private Local connection with firewalled access and VLAN access within the NSRC.
	NNI 100 Mb DMZ	Per 100 Mb Port/ Monthly	1 100Mb connection in NSRC DMZ with public internet access. 1 Gb copper also available if need is justified.

Service Provided	Platform/Service	Billing Unit/ Frequency	Service Description
	NNI IPSEC Lan-Lan VPN	Per defined VPN tunnel/ Monthly	1 site to site IPSEC VPN tunnel connection with access to LAN resources within the NSRC.

NETWORK SERVICES

Service Provided	Platform/Service	Billing Unit/ Frequency	Service Description
X	Bandwidth	Per GB Transferred	Bandwidth based on amount of data transferred in/out of the NSRC
	DNS Domain Hosting	Per Labor Hour	Configuration and hosting of domains housed at NSRC. Domains are either purchased through a domain registrar or subdomain to "state.fl.us" or "myflorida.com"
	Simple Server Load Balancing	Per Labor Hour	Setup and maintenance of appliance based loadbalancing – round robin or least connections. Connectivity health check.
	Complex Server Load Balancing	Per Labor Hour	Setup and maintenance of appliance based loadbalancing – layer 4-7 or distributed, including session persistency and health checks.

OPEN SYSTEMS PLATFORM (Attachment #4)

OPEN SYSTEMS APPLICATION HOSTING

Service Provided	Platform/Service	Billing Unit/ Frequency	Service Description
	Managed Server-LINUX	Per Processor - Unit/Monthly	Includes one server unit, hosting at the NSRC, standard server OS, overall health and availability monitoring 24 x 7 x 365, patch management, and server antivirus.
	Managed Server-LINUX EOSL Surcharge	20% Surcharge	Surcharge Added to Customer Service charges for utilizing End of Service Life Hardware or Software
	Managed Server-Oracle Premium	Database/ Month	Per customer database, database administrations charges per hour are separately billed.
X	Managed Server-SQL Server	Database/ Month	Per customer database, database administrations charges per hour are separately billed.
	Managed Server-UDB Server	Database/ Month	Per customer database, database administrations charges per hour are separately billed.

OPEN SYSTEMS WEB SITE HOSTING

Service Provided	Platform/Service	Billing Unit/ Frequency	Service Description
	Network Services	Per Web-Unit/ Monthly	Customizable Customer selected feature units billed on a Monthly basis. Available options will be listed in a separate document.

STORAGE MANAGEMENT (Attachment #5)

BACKUP SERVICES

Service Provided	Platform/Service	Billing Unit/ Frequency	Service Description
X	Backup Service	Per Gigabyte/ Day	Provides client software based backup to either disk and/or tape. This service includes daily differential, weekly full and a monthly full.

MANAGED DISK STORAGE

Service Provided	Platform/Service	Billing Unit/ Frequency	Service Description
	Tier 1 Disk Storage	Per Gigabyte/ Day	Consists of enterprise-class intelligent Fibre Channel-based storage systems. These disks are high performance, high RPM, cache, RAID protection (usually mirrored), and located within a Storage Area Network (SAN) infrastructure to provide high availability. This storage is usually used for business-critical or high transaction volume applications which require quick response times. Prices may vary depending on type of connectivity required and RAID configuration.
	Tier 2 Disk Storage	Per Gigabyte/ Day	Consists of Fibre Channel-based disk, with RAID protection, and either provisioned within the enterprise storage system, or virtualized into modular-class storage system. Servers could be running e-mail applications, data warehouses, or other business important transaction applications. Prices may vary depending on type of connectivity required and RAID configuration.
	Tier 3 Disk Storage	Per Gigabyte/ Day	Consists of high-density Serial ATA (SATA) disk with RAID protection, could be either SAN or locally attached storage. This storage is low performance, suitable for static web pages, file shares, tape replacement or archive media. Prices may vary depending on type of connectivity required and RAID configuration.

Service Provided	Platform/Service	Billing Unit/ Frequency	Service Description
	IBM Mainframe Disk Storage	Per Gigabyte/ Day	Consists of enterprise-class intelligent storage subsystem controllers with FICON or ESCON I/O channel interfaces. The disk drives in these subsystems are high performance, high RPM, cached, RAID-1 protected (mirrored) high availability devices. This storage is usually used for business-critical or high transaction volume applications which require quick response times.

WINDOWS PLATFORM (Attachment #6)

HOSTED WINDOWS SERVICES

Service Provided	Platform/Service	Billing Unit/ Frequency	Service Description
X	Managed Server -Windows	Per Server- Unit/Monthly	Includes one server unit, hosting at the NSRC, standard server OS, overall health and availability monitoring 24 x 7 x 365, patch management, and server antivirus.
	Managed Server- Windows EOSL Surcharge	20% Surcharge	Surcharge Added to Customer Service charges for utilizing End of Service Life Hardware or Software

DISASTER RECOVERY (Attachment #7)

ALL PLATFORMS

Service Provided	Platform/Service	Billing Unit/ Frequency	Service Description
TBD	Disaster Recovery Services	Per Unit- Monthly	Customizable Customer selected feature units billed on a Monthly basis. Available options will be listed in a separate document.

27 Attachment 2. Data Center Management

Description of Service

This service provides

- Data center hosting;
- Network-to-Network Interface (NNI); and
- Network services.

Data Center Hosting

Data center hosting consists of providing physical raised floor space necessary to house platform hardware (collocated services), and/or offsite storage of backup media onsite and/or offsite.

Network-to-Network Interface (NNI)

NNI provides core network connectivity within the NSRC and from the NSRC to myflorida.net. It does NOT include network connectivity in field offices or any other location outside of the NSRC once connectivity is established with myflorida.net.

Network Services

Network services include transfer of data in and out of the NSRC, secure connectivity from remote sites to applications housed at the NSRC, and management of device workload.

Scope

The NSRC will provide the services marked with an “X” in the “Service Provided” column at the rate(s) published on the NSRC website.

Service Provided	Platform/Service Type	Billing Unit/Frequency	Service Description
Data Center Hosting:			
	SRC Raised Floor Space	Per Square Foot	Computer room raised floor service.
	Offsite Tape Storage – Mainframe	Per Tape/Monthly	Charge is for vaulting / storing backup media at offsite storage facility
X	Offsite Tape Storage - Midrange	Per Tape/Monthly	Charge is for vaulting / storing backup media at offsite storage facility
Print Services:			
	Print – Midrange	Per 1000 Print Impressions/Monthly	Pages printed by third party vendor
	Print – Mainframe	Per 1000 Print Lines/Monthly	Pages printed by third party vendor
Communications Ports: Network-to-Network Interface (NNI)			
X	NNI 100 Mb Local	Per 100 Mb	100 Mb private Local connection without Internet

Service Provided	Platform/Service Type	Billing Unit/Frequency	Service Description
		Port/Monthly	or LAN access within the NSRC
	NNI 100 Mb DMZ	Per 100 Mb Port/Monthly	1 100Mb connection in NSRC DMZ with public internet access. 1 Gb copper also available if need is justified.
	NNI IPSEC Lan-Lan VPN	Per defined VPN tunnel/Monthly	1 site to site IPSEC VPN tunnel connection with access to LAN resources within the NSRC.
Other Network Services:			
X	Bandwidth	Per GB Transferred	Bandwidth based on amount of data transferred in/out of the NSRC
	DNS Domain Hosting	Per Labor Hour	Configuration and hosting of domains housed at NSRC. Domains are either purchased through a domain registrar or subdomain to "state.fl.us" or "myflorida.com"
	Simple Server Load Balancing	Per Labor Hour	Setup and maintenance of appliance based loadbalancing – round robin or least connections. Connectivity health check.
	Complex Server Load Balancing	Per Labor Hour	Setup and maintenance of appliance based loadbalancing – layer 4-7 or distributed, including session persistency and health checks.

Service Level Commitment

Network-to-Network Interface (NNI)

Core network connectivity within the NSRC and from the NSRC to myflorida.net will be available at least 99.5% of scheduled availability. The following schedule shows the standard availability and maintenance window for network services.

Time of Occurrence (normal business days)	Description of Maintenance Activities to be Performed
Midnight – 4:00 a.m., twice a month	Changes to established systems, routine maintenance, or enhancements that require major changes.
7:00 a.m. – 7:00 p.m.	No maintenance can be performed without an emergency change request.
7:00 p.m. – 7:00 a.m.	Only bug fixes and remedies to intolerable conditions, unless within twice monthly maintenance window.

Communications Ports

Other Network Services

Other network services will be available at least 99.5% of scheduled availability. The following schedule shows the standard availability and maintenance window for other network services.

Time of Occurrence (normal business days)	Description of Maintenance Activities to be Performed
Midnight – 4:00 a.m., twice a month	Changes to established systems, routine maintenance, or enhancements that require major changes.
7:00 a.m. – 7:00 p.m.	No maintenance can be performed without an emergency change request.
7:00 p.m. – 7:00 a.m.	Only bug fixes and remedies to intolerable conditions, unless within twice monthly maintenance window.

Performance Metrics

Service Area	Metric and Standard
Data Center Hosting	
NNI	<p><u>Standard</u>: Service will be available 99.5% of scheduled availability.</p> <p><u>Measurement</u>: Scheduled availability minus the reported out-of-service time divided by scheduled availability. Out-of-service time is calculated as the time from receipt of problem notification until resolution as reported by the NSRC.</p>
Other Network Services	<p><u>Standard</u>: Service will be available 99.5% of scheduled availability.</p> <p><u>Measurement</u>: Scheduled availability minus the reported out-of-service time divided by scheduled availability. Out-of-service time is calculated as the time from receipt of problem notification until resolution as reported by the NSRC.</p>

Deliverables

The following table describes the data center performance measurement report(s) deliverables that will be provided to the customer.

Deliverable	Description	Frequency/ Due Date
Network Availability Report	Report of scheduled and unscheduled downtime events and percentages achieved on a monthly basis, with problem description and resolution information.	Monthly

Roles and Responsibilities

General roles and responsibilities for this service are defined as follows:

Service Responsibilities	Customer	Provider
Notify the Enterprise Help Desk for all service related problems	X	

Service Responsibilities	Customer	Provider
Review deadlines and priorities for the purpose of mutually agreed upon changes	X	X
Inform Customer of changes in costs due to changes in rate structure or service		X

28 Attachment 4. Open Systems Management

Description of Service

This service provides for operation of applications on the open systems platform(s) and includes:

- Application hosting;
- Operating system management.

Application Hosting

Application hosting includes the support of hardware, operating system, network, and selected applications. Services include:

- Problem resolution and troubleshooting after normal Enterprise Help Desk hours;
- Scheduled maintenance reviewed and approved at Change Control;
- Redundant network and power components for continuous availability of service;
- NSRC standard security controls; and
- 24x7 staffing, maintenance, and operations.

Operating System (OS) Management

OS management includes maintenance and upgrades to system hardware and software as needed to maintain service levels.

Scope

The NSRC will provide the services marked with an "X" in the "Service Provided" column at the rate(s) published on the NSRC website.

Service Provided	Platform/Service Type	Billing Unit/Frequency	Service Description
Open Systems Application Hosting:			
	Managed Server-LINUX	Per Processor -Unit/Monthly	Includes one server unit, hosting at the NSRC, basic network connectivity, standard server OS, overall health and availability monitoring 24 x 7 x 365, patch management, server antivirus, basic FTP, basic web, etc.
	Managed Server-LINUX EOSL Surcharge	20% Surcharge	Surcharge Added to Customer Service charges for utilizing End of Service Life Hardware or Software
	Managed Server-Oracle Premium	Database/Month	Per customer database, database administrations charges per hour are separately billed.
X	Managed Server-SQL Server	Database/Month	Per customer database, database administrations charges per hour are separately billed.
	Managed Server-UDB Server	Database/Month	Per customer database, database administrations charges per hour are separately billed.
Open Systems Web Site Hosting:			

Service Provided	Platform/Service Type	Billing Unit/Frequency	Service Description
	Network Services	Per Web-Unit/Monthly	Customizable Customer selected feature units billed on a Monthly basis. Available options will be listed in a separate document.

Service Level Commitment

Open Systems Application Hosting

SQL server will be available at least 99.5% of scheduled availability. Scheduled availability will coincide with #17 of SLA.

Performance Metrics

Service Area	Metric and Standard
Application Hosting	<p><u>Standard</u>: Applications will be available 99.5% of scheduled uptime</p> <p><u>Measurement</u>: Actual availability minus unscheduled downtime divided by scheduled available</p>

Deliverables

The following table describes the data center performance measurement report(s) deliverables that will be provided to the customer.

Deliverable	Description	Frequency/Due Date
Application Availability Report	Report of scheduled and unscheduled downtime events and percentages achieved on a monthly basis with problem description and resolution information	Monthly

Roles and Responsibilities

General roles and responsibilities for this service are defined as follows:

Service Responsibilities	Customer	Provider
Provide logical database designs for hosted applications	X	
Provide information necessary to schedule work	X	
Provide information necessary to determine workload requirements	X	
Provide critical business time zones, such as end of quarter heavy processing time, in order to ensure system availability	X	
List and prioritize any IT requirements	X	
Participate in NSRC Change Control and relevant service outage meetings	X	

Monitor daily operations reports	X	
Review deadlines and priorities for the purpose of mutually agreed upon changes	X	
Notify the Enterprise Help Desk for all service related problems	X	
Determine physical database design		X
Purchase and maintain system software		X
Provide system administration and application code promotion		X
Notify Customer regarding Change Control meetings and relevant service outage reviews		X
Develop a work plan reflecting the priorities and completion dates of major projects affecting the platform		X
Review deadlines and priorities for the purpose of mutually agreed upon changes		X
Inform Customer of changes in costs due to changes in rate structure or service		X
Provide monitoring utilities		X

29 Attachment 5. Storage Management

Description of Service

This service provides backup services and managed disk storage.

Backup Services

Backup is the process of making a duplicate copy of data for protection against damage or loss, or for archiving. A secondary component of backup is retrieval or returning the duplicate data to active use in case of damage or loss. Backup is mandatory for managed storage customers.

Once implemented, the NSRC monitors and generates statistics and trends for CPU, memory, and disk space utilization so that additional resources may be effectively and efficiently allocated without customer impact.

Standard backup is managed so that duplicates are rotated offsite as a double layer of assurance. Backups are performed on customer FTP accounts but may be limited due to the transitory nature of data migration within the FTP environment. NSRC regularly tests its backup of customer accounts and access so data can be restored quickly in event of a disaster.

Managed Disk Storage

Storage consists of storage area network (SAN) management, mainframe disk, storage provisioning, capacity management, performance management and reporting, data replication management, and 24x7 monitoring of the storage environment. Archiving is removing data from actively accessed locations but retaining data copies for an extended period of time. A secondary component of archiving is retrieval or identifying and making accessible the appropriate data.

In a fully managed archive process, data is retained with a copy being stored at an offsite facility. The offload archive process extracts the backed up data from the system to a medium that will be used for storage.

In the event the archived data can no longer be extracted due to age and/or outdated technology, NSRC and Customer will work cooperatively to find a method for converting that data so that it may be stored in another way.

Customer is responsible for managing data, which includes any purges from the allocated storage assigned. NSRC will not delete Customer data without written consent from Customer.

Additional storage shall be granted to Customer if it is mutually determined that there is a valid business requirement for the increase.

Retrieval from archives will be available based on Customer requests within mutually agreed upon parameters and timeframes.

Scope

The NSRC will provide the services marked with an "X" in the "Service Provided" column at the rate(s) published on the NSRC website.

Service Provided	Platform/Service Type	Billing Unit/Frequency	Service Description
Backup Services:			
X	Backup Service	Per Gigabyte/Day	Provides client software based backup to either disk and/or tape. This service includes daily differential, weekly full and a monthly full.
Managed Disk Storage:			
	Tier 1 Disk Storage	Per Gigabyte/Day	Consists of enterprise-class intelligent Fibre Channel-based storage systems. These disks are high performance, high RPM, cache, RAID protection (usually mirrored), and located within a Storage Area Network (SAN) infrastructure to provide high availability. This storage is usually used for business-critical or high transaction volume applications which require quick response times. Prices may vary depending on type of connectivity required and RAID configuration.
	Tier 2 Disk Storage	Per Gigabyte/Day	Is Fibre Channel-based disk, with RAID protection, and either provisioned within the enterprise storage system, or virtualized into modular-class storage system. Servers could be running e-mail applications, data warehouses, or other business important transaction applications. Prices may vary depending on type of connectivity required and RAID configuration.
	Tier 3 Disk Storage	Per Gigabyte/Day	Is high-density Serial ATA (SATA) disk with RAID protection, could be either SAN or locally attached storage. This storage is low performance, suitable for static web pages, file shares, tape replacement or archive media. Prices may vary depending on type of connectivity required and RAID configuration.
	IBM Mainframe Disk Storage	Per Gigabyte/Day	Consists of enterprise-class intelligent storage subsystem controllers with FICON or ESCON I/O channel interfaces. The disk drives in these subsystems are high performance, high RPM, cached, RAID-1 protected (mirrored) high availability devices. This storage is usually used for business-critical or high transaction volume applications which require quick response times.

Service Level Commitment

Backup Services

NSRC will plan, schedule, and implement backup and recovery processes according to the Customer's requirements.

Customer's application(s) will be backed up as indicated in the following chart:

System	Backup Method	Frequency
Mail, BES, Admin, SQL and Remote (Servers)	Tape	Weekly full, daily differential

Managed Disk Storage

Retrieval from archives will be available based on Customer requests within mutually agreed upon parameters and timeframes. NSRC will not delete Customer data without written consent from Customer. NSRC will provide a capacity review of CPU, memory, and disk space utilization at each quarterly service planning and review meeting

Performance Metrics

Service Area	Metric and Standard
Backup Services	Standard: 97% of system backups will run successfully on schedule. Measurement: Number of successful, on-schedule backups minus number of backups that were unsuccessful or not on schedule divided by the total number of backups for the measurement period.
Managed Disk Storage	

Deliverables

The following table describes the data center performance measurement report(s) deliverables that will be provided to the customer.

Deliverable	Description	Frequency/ Due Date
Backup Report	Provider will use a centralized process to monitor and report data. A summary of backups will be provided on a monthly basis.	Monthly

Roles and Responsibilities

General roles and responsibilities for this service are defined as follows:

Service Responsibilities	Customer	Provider
Provide backup locations of files required by Customer	X	
Provide retention schedules for archived data	X	
Request retrieval	X	
Notify Provider of file location changes when required	X	
Provide information necessary to plan work and workload requirements	X	
Manage data to facilitate efficient storage	X	
Review deadlines and priorities for the purpose of mutually agreed upon changes	X	
Purchase and maintain all storage components and licenses		X
Insure all processes are accurately and timely completed		X
Provide system administration and application code promotion		X
Develop a work plan reflecting the priorities and completion dates of major projects affecting the platform		X
Inform Customer of changes in costs due to changes in rate structure or service		X
Review deadlines and priorities for the purpose of mutually agreed upon changes		X
Provide monitoring utilities		X

30 Attachment 6. Windows Platform

Description of Service

This service provides for operation of applications on the open systems platform(s) and includes:

- Application hosting;
- Operating system management.

Application Hosting

Application hosting includes the support of hardware, operating system, network, and selected applications. Services include:

- Problem resolution and troubleshooting after normal Enterprise Help Desk hours;
- Scheduled maintenance reviewed and approved at Change Control;
- Redundant network and power components for continuous availability of service;
- NSRC standard security controls; and
- 24x7 staffing, maintenance, and operations.

Operating System (OS) Management

OS management includes maintenance and upgrades to system hardware and software as needed to maintain service levels.

Scope

The NSRC will provide the services marked with an "X" in the "Service Provided" column at the rate(s) published on the NSRC website.

Service Provided	Platform/Service Type	Billing Unit/Frequency	Service Description
Hosted Windows Services:			
X	Managed Server – Windows	Per Server-Unit/Monthly	Includes one server unit, high availability / stateful failover configuration (virtual servers only), hosting at the NSRC, basic network connectivity, standard server OS, overall health and availability monitoring 24 x 7 x 365, patch management, server antivirus, basic FTP, basic web, etc.
	Managed Server-Windows EOSL Surcharge	20% Surcharge	Surcharge Added to Customer Service charges for utilizing End of Service Life Hardware or Software

The NSRC is not responsible for procurement or maintenance of CALs associated with any Windows-based applications.

Service Level Commitment

Hosted Windows Services

Performance Metrics

Service Area	Metric and Standard
Managed Server - Windows	<u>Standard:</u> Applications will be available 99.5% of scheduled uptime

Deliverables

The following table describes the data center performance measurement report(s) deliverables that will be provided to the customer.

Deliverable	Description	Frequency/ Due Date
Application Availability Report	Report of scheduled and unscheduled downtime events and percentages achieved on a monthly basis with problem description and resolution information	Monthly

Roles and Responsibilities

General roles and responsibilities for this service are defined as follows:

Service Responsibilities	Customer	Provider
Procure and maintain the proper level and quantity of Microsoft client access licenses (CALs) needed for access to Windows-based applications	X	
Provide information necessary to schedule work	X	
Provide information necessary to determine workload requirements	X	
Provide critical business time zones, such as end of quarter heavy processing time, in order to ensure system availability	X	
List and prioritize any IT requirements	X	
Participate in NSRC Change Control and relevant service outage meetings	X	
Monitor daily operations reports	X	
Review deadlines and priorities for the purpose of mutually agreed upon changes	X	
Notify the Enterprise Help Desk for all service related problems	X	
Purchase and maintain system software		X
Provide system administration and application code promotion		X



Southwood Shared Resource Center

STANDARD SERVICE LEVEL AGREEMENT

Between the

Department of Citrus

And

The Southwood Shared Resource Center

Open Systems Net Service

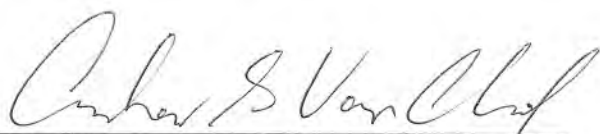
SLA Term

Fiscal Year 2010 – 2011

Service Level Agreement: Open Systems Net Service


Signature Authorization

Department of Citrus:



Mr. Andrew Van Clief, Chief Information Officer
Department of Citrus

7/14/2010
Date



Additional Customer Signature (Name, Title)

7/15/10
Date

Southwood Shared Resource Center:

John M. Wade, Executive Director
Southwood Shared Resource Center

Date

Version: 21 20100609

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Glossary of Terms

TERM	DEFINITION
Agency for Enterprise Information Technology (AEIT)	A State of Florida agency charged with developing strategies for the design, delivery, and management of enterprise information technology services; monitoring delivery and management of those services; and establishing rules and policies for managing those services.
Addendum	Subsequent amendments to this Service Level Agreement (SLA) which formalize additional Customer specific requirements. Section 6 will be revised to reference any Addendums. Organizationally, Addendums shall immediately follow the base SLA and Amendments.
Amendment	Formal statement of any changes made to the initial Southwood Shared Resource Center (SSRC) SLA. Customer specific requirements which have been identified as Amendments are referenced in Section 6. Organizationally, Amendments shall immediately follow the base SLA.
Attachment	Additional information provided to clarify or assist Provider in meeting terms of this SLA. Section 6 will be revised to reference any Attachments. Organizationally, Attachments shall immediately follow the base SLA, Amendments, and Addendums.
Business Day	The SSRC business hours are 8:00 am EST Monday through 6:00 pm EST Friday, excluding State holidays.
Change Control Board	A board that meets regularly to review all desired and planned IT platform changes to evaluate impact to Customers and ensure proper Customer communication.
Customer	Customer shall mean those “state parties” or “parties” as defined in Chapter 282 and Section 216.011(1)(gg), Florida Statutes and those “public bodies” or “political subdivisions” as defined in Section 1.01(8) and Section 252.34(8), Florida Statutes.
Incident	Any request for service through the SSRC Services Desk – includes general service inquiries, incident reports, invoice discrepancy reviews, etc.
Parties	Authorized representative of both the Provider and the Customer.

TERM	DEFINITION
Professional Services	Additional technical services not included in a Service Level Agreement. These services include, but are not limited to, Information Technology (IT) consulting, research, strategic planning, architectural design, implementation, migration assistance, security response, and issue resolution.
Provider	The Southwood Shared Resource Center (SSRC).
Service Change	A service change is defined as any change to hardware, software, network environment, etc., which directly affects the production environment within the SSRC. All service changes must be reviewed by the Change Control Board.
Service Change – Emergency	An Emergency Service Change is one that must be made in less than 24 hours.
Service Change Management	Change Control procedures necessary to affect a service change, ensuring communication with Customers and the least amount of risk for service disruption.
Service Level Agreement (SLA)	A formal agreement pursuant to Section 282.203, Florida Statutes, entered into by the Provider and the Customer that outlines the description of a service(s), the service level targets, costs, and the Provider and Customer responsibilities in delivering and receiving service(s) from the Provider.
Service Response	Provider action taken in response to a Customer’s Incident.
Southwood Shared Resource Center (SSRC)	A full-service, information-processing facility offering hardware, software, operations, networking, and co-location services. Also referred to as the Southwood Data Center.
SSRC Services Desk	The Customer’s first point of contact for service requests, problem resolution, invoicing discrepancies and other service related issues.
SSRC Board of Trustees	Board created by Section 282.203, Florida Statutes and appointed by the agency head or chief executive officer of the representative Customer entities.

TERM	DEFINITION
Standard Platform Managed Services	Standard Platform Services are services identified in the SSRC Services Catalog that provide infrastructure related support services to SSRC customers on the following platforms: Windows, Storage, Mainframe, Network, and Open Systems. These services typically include system monitoring, support services, hardware refresh, and license costs into a single utilization-based rate to recover the cost of common services performed.

1 Statement of Purpose

This Service Level Agreement (SLA) formalizes the service terms between the Customer and the Provider, including the scope and definition of technical services, responsibilities for operational areas, service level targets, and the pricing for services delivered. This SLA also communicates the commitment of the Provider to furnish quality and prompt service to the Customer in a manner that contributes to the successful accomplishment of the Customer’s mission.

In the event that any other entity assumes the present responsibilities of the Provider (e.g., through legislative enactment, contractual agreement, etc.), these services shall be provided under these same terms by the successor, under the provisions of the SLA, to the extent allowed under Florida law.

2 Legal Authority

Florida law requires the finalization of a SLA between the Southwood Shared Resource Center and each customer entity for each service provided by the SSRC pursuant to Section 282.203(1)(g) and Section 282.203(3)(e)2., Florida Statutes. Under certain circumstances, the failure of a customer entity to execute an agreement may result in the SSRC ceasing services pursuant to Section 282.203(1)(g)3., Florida Statutes.

This SLA is entered into by and between the Southwood Shared Resource Center (herein referred to as “Provider”) and the Department of Citrus (herein referred to as “Customer”), pursuant to Section 282.203(1)(g), Florida Statutes.

All matters, whether sounding in tort or contract, relating to the validity, construction, interpretation, performance and enforcement of this Agreement shall be determined by the laws of the State of Florida.

Any amendment to this SLA, as agreed to by the Customer and Provider, shall take precedence over any conflicting provision in this SLA without invalidating the remaining provisions of this Agreement. Customer specific requirements which have been identified as amendments are referenced in Section 6.

Any provision or amendment of this Agreement in violation of the laws of the State of Florida shall be ineffective to the extent of such violation, without invalidating the remaining provisions of this agreement.

Any provision or amendment of this Agreement in violation of rules adopted by the Agency for Enterprise Information Technology (AEIT) pursuant to Section 282.201, Florida Statutes shall be ineffective to the extent of such violation, without invalidating the remaining provisions of this agreement.

No delay or omission to exercise any right, power or remedy accruing to either party upon breach or default by either party under this agreement, shall impair any such right, power or remedy of either party; nor shall such delay or omission be construed as a waiver of any such breach of default, or any similar breach or default thereafter occurring; nor shall any waiver of single breach or default be deemed a waiver of any subsequent breach or default. All waivers must be in writing.

This Agreement shall bind the successors, assigns and legal representatives of the Provider and of any legal entity that succeeds to the obligations of the Customer.

This Agreement shall be unilaterally canceled by the Customer for refusal to allow public access to all documents, papers, letters or other material subject to the provisions of Chapter 119, Florida Statutes, and made or received in conjunction with the Agreement.

In accordance with Section 287.134, Florida Statutes, the Provider will not enter in to a contract with an entity or affiliate who has: been placed on the discriminatory vendor list; may not submit a bid, proposal, or reply on a contract to provide any goods or services to a public entity; may not submit a bid, proposal, or reply on a contract with a public entity for the construction or repair of a public building or public work; may not submit bids, proposals, or replies on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity.

Employment by the Provider of any individual or contractor who is an unauthorized alien(s) is a violation of section 274(e) of the Federal Immigration and Nationality Act. Such violation shall be cause for unilateral cancellation of this Agreement.

3 Roles and Responsibilities

General roles and responsibilities are defined below. Additional roles and responsibilities may be outlined in the Product/Service Description section:

Service Responsibilities	Customer	Provider
Utilize the Provider's Services Desk for all Provider service needs or service related inquiries	C	

Service Responsibilities	Customer	Provider
Provide and maintain a single Customer contact for service notifications (client-side distribution list recommended)	C	
Provide and maintain a single Customer contact for billing related issues (client-side distribution list recommended)	C	
Provide and maintain a single Customer contact for technical issues (client-side distribution list recommended)	C	
Provide timely notification of changes to the Provider's Change Control Board	C	
Provide prompt payment for services rendered	C	
Provide and maintain a list of Change Control Board Members		P
Shall adhere to the data center duties related to primary data centers as outlined in Chapter 282.203, Florida Statutes		P
Provide timely notification of any service changes		P
Provide timely notification of any planned outages		P

Customer Contacts	
Service Notifications Contact / Distribution List	
Billing Related Issues Contact / Distribution List	
Technical Contact / Distribution List	

4 Term and Renewal Conditions

SLAs may not have a term exceeding three (3) years but may include an option to renew for up to three (3) years, contingent on approval by the SSRC Board of Trustees. SLAs will be defined and approved by the Board in compliance with rules of the Agency for Enterprise Information Technology (AEIT). Terms and rates for services are reviewed periodically to assure cost-recovery and are subject to change by the SSRC Board of Trustees.

5 Transfer of Computing Services

Pursuant to Section 282.203(1)(g), Florida Statutes, the transfer of computing services between primary data center facilities without at least 180 days' notice of service cancellation is prohibited.

6 Product / Service Description

The Provider Open Systems Network Service provides Customers the opportunity to host their web, FTP and web based applications on Provider provisioned infrastructure within the Shared Resource Center. The hardware, operating system, and network infrastructure is fully managed by the Provider, and system availability is monitored 24 hours a day. DBMS services are available for database hosted information content.

Scope of Work

The Provider is responsible for ensuring all web, FTP and web application related systems are in proper working order. Hardware and software failures which occur within the Provider's domain shall not be the responsibility of the Customer. Time spent by the Provider configuring,

managing or performing security response to Customer supplied applications will be charged at the published Professional Services rate. See below for further rate information.

Service Description

This service offering is for information content delivery via web sites, web applications, FTP, SSH, SFTP, PGP and SSL services. Web sites which utilize web applications that generate more than an average of 100 add/change/delete transactions per day are considered OLTP web-based applications. For hosting needs of OLTP Web-based applications, the Provider offers a dedicated backend database server management service (Oracle, MySQL and SQLServer) in conjunction with the Provider Open Systems Net Based service that provides computing resources for higher-end application processing.

Some of the benefits of hosting network sites/applications with the Provider include:

- Fully managed hardware, operating system, network infrastructure and OS based security;
- Web/FTP/Application services include multi-server redundant load balanced servers, providing high availability. Web servers are available 24x7. All service downtime is scheduled during maintenance time zones (see below) and is limited, planned, and communicated;
- MySQL, Oracle and SQL Server backend database options available;
- Hardened, high quality Tier III data center facility with redundant power and multiple levels of security;
- Access to web logs for user analysis;
- Support for SSH, SFTP and FTP server access;
- Backup/Recovery – Web, FTP and application site data is backed up daily to ensure recovery at the Shared Resource Center due to hardware or system failure. Oracle DB services are logged and archived;
- Development/Test sites and services; available for full application life cycle management;

Subscription Plan

Provider Open Systems Net Based services are available as a Customer selectable set of applications supported by the Provider Open Systems group. Customers may customize the application set they wish to utilize allowing for a great deal of service flexibility. The Provider Open Systems Network Service itemizes and aggregates the Customer’s application request into a “network unit” number and then bills a standard monthly fee based on the number of units requested.

Application	Notes on included	Units of Measure	Network
-------------	-------------------	------------------	---------

			Unit
Apache web access	HA HTML, PHP, Perl, Ruby Rails, see http://oas.state.fl.us/portal/page?_pageid=73,1,73_7108&_dad=portal&_schema=PORTAL for a full list of supported modules	Per 1 GB of Disk Storage or 30 GB of Data transfer	1
WordPress Content Management Site	Customer Managed HA WordPress web publishing/content management site. Perfect for blogs and easy site maintenance. More info available at WordPress.org .	Per 1 GB of Disk Storage or 30 GB of Data transfer Also requires purchase of MySQL database access	1
SSRC Ruby Rails Content Management Site	Customer Managed HA Web site content management system built in Ruby Rails. An example site is SSFC.myflorida.com	Per 1 GB of Disk Storage or 30 GB of Data transfer Also requires purchase of MySQL database access	1
Development/QA/Test Site for any of the above	Additional Sites are available	Per site May require additional MySQL or database access	1
SSL Encryption (Internal Provider system)	HA F5 based SSL services; *.myflorida.com and *.state.fl.us wildcard certificate use included; additional certificates are customer responsibility	Per SSL enabled site resident on Provider managed servers	1
Oracle Connectivity	HA Oracle PLSQL, PHP for Oracle, Oracle APEX, Oracle iAS server DAD; .NET is supported with the Provider Windows group	Per 1 database connection or 30 GB of Data transfer per month	1
MySQL (non-OLTP database)	Maximum data size 1 GB	Per DB Schema up to 250MB	1
Oracle (non-OLTP database)	Maximum data size 2 GB	Per DB Schema up to 500MB	2
Oracle iAS Forms	HA Application	Per Forms Application	2
Oracle iAS Reports	HA Application	Per Reports Application	2
J2EE	HA Oracle based J2EE services	Per J2EE Application	2
Oracle Discoverer	HA Application	Per Discover Application	4
Oracle Portal Builder	HA Application	Per Portal Builder Site	1
Development/QA/Test Site for any of the Oracle application services	Additional Sites are available	Per site May require additional Oracle database access	1
Single Sign-On / LDAP	HA Oracle SSO / LDAP system	Per Web enabled single sign-on/LDAP Application	1
Web Subversion (Code management)	Web based HA Source Control code management system	Per Subversion service	1
Git (Code management)	Provides remote HA service with daily backups and 3yr data archive. Currently supported via the git-svn	Requires the above HA Subversion enabled service and freeware git-svn client	0

	SVN client		
FTP access	HA chrooted FTP account with up to 2 sub-accounts per Network Unit	Per 4 GB of Disk Storage or 40 GB of Data transfer per month	1
PGP encryption/decryption	Requires FTP access	Per PGP enabled FTP account	3
Nagios Monitoring	Access to customer configurable Nagios development server	Per 250 configured monitors	5
Port Forwarding to External Customer system or network	HA F5 based port forwarding services (no SSL service)	Per 100 connection limit	9
SSL Encryption (External Customer system)	HA F5 based SSL services; *.myflorida.com and *.state.fl.us wildcard certificate use included; additional certificates are customer responsibility	Per 100 connection limit	10
Bulk Outgoing E-Mail support	Includes one (1) reply address per application; Virus checking is not included	Per 100,000 e-mails per application	2
Disaster Recovery Services	Includes use of SSRC Hot Standby DR Services; Additional charges for the services supplied via DR will also be assessed. Additional hourly charges may be assessed for setup and testing.	Per Application	1
End of Service Life Software or Hardware	Any CUSTOMER requiring EOL or EOSL software or hardware will be assessed an additional fee	Per Application	1

Additional development and QA sites are available.

Oracle Application code (e.g. J2EE Ear files, Oracle Forms and Reports) must be moved to its production site location by the Provider's Service administrators. Requests for production application posting are accomplished through the Provider's Service Desk.

Additional information on supported versions and customized software modules supported can be found on the Service Provider's web site.

http://oas.state.fl.us/portal/page?_pageid=73,1,73_6958&_dad=portal&_schema=PORTAL

Service Specific Roles and Responsibilities

Roles and responsibilities only relate to those services offered by the Provider and resources owned and/or managed by the Provider. Roles and Responsibilities do not relate to services that are performed by Customer's internal information technology (IT) section or other designated staff on Customer property.

Specific Roles and Responsibilities are defined in the following responsibility matrix. Each responsibility associated with the service is described and the owner of the responsibility is included. A "P" indicates Primary ownership of the responsibility; an "A" indicates an Assist responsibility.

Service Responsibilities	Customer	Provider
Manage disk space, data transfer, etc. within the predefined storage limits by subscription	P	
Register Domain Names as necessary	P	A
Purchase SSL Certificates as necessary; from supported SSL services	P	
Perform Web site and application modifications, testing, and troubleshooting as necessary when notified by Provider of the need to move to supported hardware or newer supported versions of system software	P	A
Maintain Customer application code; Comply with FL Administrative Code 60DD-2 with respect to Customer application security and logical separation of test and production services	P	
Maintain Server/Service security; Comply with FL Administrative Code 60DD-2 with respect to server, network and service security		P
Monitor Services 24x7		P
Perform nightly backups and Monthly archive backups		P
Inform Customers of scheduled change activity		P

Service Supported Task Matrix

Some example tasks and their estimated number of business days required to perform assuming that all server, software, licensing and data required to perform the task is available. Times of 1 day mean same day service. Some tasks must be scheduled in advance with the Provider. It is the Customers responsibility to confirm scheduling with the Provider before planning any service changes.

Standard Tasks	Std Lead Time	Critical Lead Time	Schedule Required	Description
Web Site Provisioning	2	1	N	HTML based web service
Deploy J2EE Ear/War file	3	1	N	
Deploy to Production or QA	3	1	N	

new versions of Oracle Forms and Reports				
Port forwarding	5	3	Y	Provider must comply with DMS-DivTel firewall change management procedures
SSL Certificate deployment	5	3	Y	Provider must comply with DMS-DivTel firewall change management procedures
Provision Schema for new RDBMS application	5	3	Y	
Enable APEX/Discoverer support for a Customer RDBMS	2	1	N	
Nagios Monitoring	5	4	Y	Provider must comply with DMS-DivTel firewall change management procedures

The Customer is encouraged to contact the Provider for further scheduling information.

Performance Measures

The Provider is committed to meeting a minimum yearly service up time of 99.5%. The web service is architected to meet this requirement through the use redundant servers, storage, F5 content switches and networking. Those applications designated as HA in the Subscription Plan table are configured to support 99.9% availability requirements. Oracle, MySQL and SQL Server RDBMS dependant services will require an HA backend database to achieve this uptime. Additional DR services may be purchased separately.

Service Maintenance

Application	
Apache web access	Monthly OS security patches Quarterly Apache version update, no scheduled downtime
SSL Encryption	Quarterly F5 security patches, no scheduled downtime
Oracle Connectivity	Quarterly Oracle security patches, no scheduled downtime
MySQL (non-OLTP database)	Quarterly version update, downtime scheduled between 6PM Friday and 6PM Sunday
Oracle (non-OLTP database)	Quarterly Oracle security patches, downtime scheduled between 6PM Friday and 6PM Sunday
Oracle iAS Forms	Monthly OS and Quarterly Oracle security patches, no scheduled downtime

Oracle iAS Reports	Monthly OS and Quarterly Oracle security patches, no scheduled downtime
J2EE	Monthly OS and Quarterly Oracle security patches, no scheduled downtime
Oracle Discoverer	Monthly OS and Quarterly Oracle security patches, no scheduled downtime
Oracle Portal Builder	Monthly OS and Quarterly Oracle security patches, no scheduled downtime
Single Sign-On / LDAP	Monthly OS and Quarterly Oracle security patches, no scheduled downtime
Web Subversion (Code management)	Monthly OS security patches, no scheduled downtime
FTP access	Monthly OS security patches, no scheduled downtime
PGP encryption/decryption	Monthly OS security patches, downtime scheduled between 6PM Friday and 6PM Sunday
Nagios Monitoring	Quarterly OS security patches, downtime scheduled only during business hours

Rate Information

All Provider current rate information is available on the Provider's web site located at the following URL: http://ssrc.myflorida.com/price_sheet.html Requests for services beyond those outlined may be billed to the Customer at the listed Professional Services Rate.

7 Customer Funding Source

Acceptance of this SLA certifies the Customer has secured appropriate funding to cover costs associated with service. Customer must have legal authority to incur costs and enter into agreement. The State of Florida's performance and obligation to pay under this contract is contingent upon an annual appropriation by the Legislature.

8 Billing Methodology

Costs will be recovered by the Provider in accordance with a federally approved state cost rate proposal, based on the requirements of Attachment E to Federal OMB Circular No. A-87. When combined, direct and indirect service charges constitute the total cost to the Customer for the service provided.

The Provider will invoice Customer monthly for services provided the preceding month based on utilization. Invoicing will begin in the first applicable billing cycle following delivery, installation, and implementation of the service. The Customer agrees to pay Provider for these services according to the current published Provider rates specified on Provider's website.

If for any reason an amount invoiced by the Provider to the Customer is shown to be incorrect, the appropriate credits and/or charges will be included on a subsequent invoice.

The Customer agrees to pay for services provided within forty (40) calendar days of invoice receipt. Invoice amounts in question by the Customer may be placed in dispute and handled according to the process outlined in the Escalation Process. The Customer may withhold payment only on the disputed portion of the invoice until the issue is resolved by the Provider and the Customer, or through mediation. The Customer will have fifteen (15) calendar days after receipt of an invoice to file a written dispute of any charges with the Provider. If a written dispute is not filed with the Provider within fifteen (15) calendar days, the Customer will be held responsible for payment of the amount invoiced for services provided. The Customer acknowledges it is in the best interest of the State for the Provider to meet its financial obligations to the entities with which the Provider has contracted to provide these services, and that prompt Customer payment of undisputed amounts on Provider invoices is a necessary component of satisfying these obligations. Therefore, failure to pay undisputed amounts promptly may subject the Customer to any necessary remedial actions and limitation or discontinuation of services.

Invoice corrections that span fiscal years will be handled as a service fee credit if the Provider is overpaid and a debit for service fees if the Provider is underpaid for services. Invoicing errors discovered after the fifteen (15) day written dispute window, will be handled as service fee credits or debits consistent with the process for handling errors which span fiscal years. The Customer cannot make deposits or pay for goods and/or services in advance unless approved under rules issued by the Florida Chief Financial Officer.

Any service provided stemming from agreements entered into with the Provider, shall be invoiced for specific cost of services and shall be submitted with sufficient detail for a proper pre-audit and post-audit.

Invoice payments will be made via journal transfer (JT) or electronic funds transfer (EFT) whenever possible. If unable to pay by JT or EFT, other arrangements can be made in advance.

All bills incurred by the Provider for any Customer related travel expenses shall be submitted and paid in accordance with the rates specified in Section 112.061, Florida Statutes, governing payments by the State for travel expenses. Travel expenses shall be pre-approved by the Customer and Provider prior to travel. All State of Florida travel forms and receipts must be submitted as supporting documentation prior to travel being paid by the Customer.

All Parties recognize that the State of Florida, by virtue of its sovereignty, is not required to pay taxes on the services and/or goods or equipment purchases as an incident to such service.

9 Service Rate Adjustment Process

The Provider uses a double step-down cost accounting process in accordance with a federally approved state cost rate methodology, based on the requirements of Attachment E to Federal OMB Circular No. A87 to determine cost based rates on a periodic basis. Currently, this activity occurs annually.

10 Service Termination

All SLAs have a contract term of up to three (3) years, but may include an option to renew for up to three (3) additional years contingent on approval by the board, and require at least a 180-day notice of service cancellation.

In the event the Customer wishes to terminate this or any SLA, the Customer shall notify the Provider's authorized representative via email at SSRC.ServiceCancellation@SSRC.MyFlorida.com and AEIT in writing with at least 180-day notice of service cancellation. The Provider will continue to invoice the Customer until the effective service termination date.

A service may be terminated by either party for cause only after giving the other party and the AEIT notice in writing of the cause for termination and an opportunity for the other party to resolve the identified cause within an agreed upon time frame by both parties.

11 Dispute Mediation

In the event that disputes or performance issues arise; the Customer will document and deliver the specific issues to the Provider's SLA Coordinator. The Provider will be given an opportunity to address and resolve the issue(s). Likewise, issues associated with the Customer's performance under this agreement shall be documented by the Provider and transmitted to the Customer's SLA Coordinator. Issues(s) will be addressed and resolved in an agreed upon time frame by both parties. If informal resolution between the parties is unsuccessful, the parties will proceed to mediation according to s.120.573 F.S. The parties will designate a mutually acceptable mediator who shall be certified by the Florida Supreme Court and each party will share equally in the cost of mediation.

12 Escalation Process

If a dispute or issue is not resolved between the Customer's SLA Coordinator and Provider's Platform Manager, the dispute or issue will be escalated through the escalation levels in the table below.

Level	Customer	Provider
1	SLA Coordinator	Platform Manager (SLA Coordinator)
2	Customer's Authorized Representative	Platform Manager / Chief, Enterprise Planning & Management
3	CIO	Executive Director
4	Agency/Deputy Head/CIO	Chairperson, SSRC Board of Trustees
5	Division of Administrative Hearings (pursuant to s. 120.573, Florida Statutes)	

13 Performance Penalties

Services are provided solely on a cost recovery basis. Any costs associated with established penalties would have to be recovered through rates charged for services. Federal OMB Circular No. A-87 requires equitable cost allocation for services to customer agencies. For these reasons the Provider cannot establish direct or indirect financial penalties for not meeting service level

targets. However, the Provider may report to the Board of Trustees their success in meeting service levels for each service provided, and identify and speak to any shortfalls.

The Provider is committed to meet or exceed service level targets specified in the SLAs and will conduct performance reviews when requested with the Customer to assess the level of service provided. Additionally, the Provider’s employee performance standards and reviews will include appropriate individual accountability for the applicable service level metrics.

14 Change Control Process Adherence

The Provider has internal change management procedures for reducing the risk of impact to the Customer when changes to production environments occur, and providing an appropriate level of communication to the Customer. The Provider’s Change Control Board meets regularly to review all changes impacting services prior to any changes being implemented. Change Control Procedures exist for all scheduled and emergency changes associated with services covered by this Agreement. Advance notification of changes is required and sufficient time for the review and approval process to take place is necessary. The Customer will provide contact information for change control notification, scheduled change activities, and emergency change approval. It is the responsibility of the Customer to notify Provider, through the SSRC Services Desk, that a change (as communicated) may impact or disrupt Customer business functions.

Provider change management documentation and procedures are available for download at the following location: http://ssrc.myflorida.com/client_services.html

15 Standard Maintenance Window

The standard maintenance window for all Provider platforms, unless otherwise noted within Section 6 Product / Service Definition, is as follows:

Name	Time	Characteristics
<i>Service Availability Window (Scheduled Availability)</i>	Business Days: 7:00AM – 5:59PM (EST)	This is scheduled availability. Production services will not be purposefully brought down or impacted without an emergency service change request.
<i>Normal IT Maintenance Window</i>	Business Days: 6:00PM – 6:59AM (EST) Saturday and Sunday: All day	Normal maintenance, changes, and system enhancements will be performed during this time. Notification of expected down time between 7:00AM and 5:59PM on non-Business Days (weekends and holidays) will be provided to Customers. Routine facility maintenance and testing.
<i>Normal Backup Maintenance Window</i>	Business Days: 8:00AM – 5:00PM (EST)	Normal maintenance, changes and system enhancements will be performed during this time.
<i>DMS SUNCOM Network Maintenance Window</i>	Monday 12:30AM – 7:00AM (EST)	Normal network maintenance, changes and system enhancements will be performed by DMS SUNCOM during this time.

16 IT Security Management

To ensure the integrity of the State of Florida network and all associated information technology systems, pursuant to Rule 60DD-2, Florida Administrative Code, and any subsequent amendments, the Provider requires the Customer to cooperate with the Office of Information Security (OIS) within the Agency for Enterprise Information Technology (AEIT). Provider is responsible for security of all Provider services outlined within this document. The SSRC acknowledges its duty to maintain security of data and information technology resources pursuant to Section 282.318, Florida Statutes.

The Customer is the “custodian” of data/records transferred to the SSRC, especially for public records purposes, and as such the Customer determines data retention requirements, as well as access to these records/data pursuant to Florida law. The SSRC is designated to house these records pursuant to Sections 282.201-205, Florida Statutes, and as such the SSRC agrees to limit access to Customer’s data/records, other than those persons who require access as a part of their daily work activities, except as required under Chapter 119, the Florida Public Records Act or other applicable Florida or Federal law.

17 Security Incidents

Customer is responsible for application-level security, including, but not limited to, security patches for Customer managed applications. Application security should be done according to industry accepted best practices and include data validation to mitigate against risks of malicious activity.

Security incidents caused by Customer application, which require Provider assistance, will be billed at professional service rates. If the security incident is within the Provider responsibilities, Customer will not be billed. Provider will initiate internal Computer Security Incident Response Team (CSIRT) procedures as defined by Provider security policies.

18 Disaster Recovery

Disaster Recovery (DR) is not automatically a part of this service. The Provider offers DR services through a DR provider, which agencies can utilize to meet their statutory requirements for DR of their mission critical computing systems and applications. All DR services contracted through the SSRC must be specified in Section 6, and all associated costs will be the responsibility of the Customer.

19 Continuity of Operations Planning (COOP)

The SSRC is required to develop its own business continuity plan pursuant to Section 282.203(1)(f), Florida Statutes. All costs related to SSRC’s own COOP activities shall be paid by Provider.

Customers are responsible for their own COOP planning. It is the responsibility of the Customer to provide COOP instructions to the Provider regarding any Provider delivered service that may be affected by a Customer COOP activation. All Provider costs related to Customer COOP

activities shall be billed at the Provider’s Professional Services rate plus any applicable travel and materials cost.

The Customer COOP shall provide detailed instructions specifying the Provider delivered actions/procedures to be performed. The Customer COOP instructions shall also include the Customer’s notification processes for COOP activation and subsequent resumption of normal operations. Drills of COOP activities must be coordinated at least four (4) months in advance with the Provider. Standard Professional Services rates (time, travel and materials) will apply.

20 Services Desk Operations

The Provider maintains a Services Desk which serves as the single point of contact for the Customer support needs. All requests for services including general service inquiries, incident reports and invoice discrepancy reviews, etc. should be placed through the Services Desk by contacting 850-487-1746 or 877-299-7772 (for calls outside of Tallahassee). Requests of lower severity can also be submitted to the Services Desk via email at help@ssrc.myflorida.com.

21 Services Desk Severity and Incident Escalation

All requests for service are assigned an incident number and a severity level, and prioritized using the following table, unless otherwise noted within Section 6 product/Service Definition, is as follows:

Severity	Defined Severity	Description	Maximum Response Times
1	Critical	The majority of Customers are experiencing a work stoppage of a mission critical function, application, platform, connection or environment that is interrupting the Customers’ business.	2.5 Hour
2	High	A Customer is experiencing a partial failure of a supported function, application, platform, connection or environment that is disrupting the Customer’s business.	5 Hours
3	Medium	A Customer is experiencing a reduced level of efficiency and performance of a supported function, application, platform, connection or environment that is impacting the Customer’s business productivity.	2 Business Days
4	Low	A Customer has a functional (how-to) question they cannot answer through the SSRC Services Desk or wants to submit a request for installation or change of service in their technical or physical environment.	3.5 Business Days

The following table outlines the standard response time for escalation for each severity.

Group	Standard Tier Two Plus Response Times – By Severity			
	1 – Critical	2 – High	3 – Medium	4 - Low
Platform Support Group	1 Hour	2 Hours	8 Business Hours	3 Business Days
Automatic Escalation to Platform Management	30 Minutes	1 Hour	2 Business Hours	4 Business Hours
Automatic Escalation to Second Level Management	30 Minutes	1 Hour	2 Business Hours	N/A
Automatic Escalation to Upper Level Management and notification sent to the SSRC Executive Management	30 Minutes	1 Hour	4 Business Hours	N/A
Total Escalation Time	2.5 Hours	5 Hours	2 Business Days	3.5 Business Days

22 Hours of Operation

The Provider's Services Desk provides Customer support 24 hours per day, 7 days per week including holidays.

23 Document Change Management

It is mutually understood and agreed that any communications, promises, representations or agreements not included in writing in this agreement shall not be binding upon any party and that the agreement may not be altered, modified or otherwise changed at any time except with the written consent of each of the parties hereto.

The performance of additional work or additional expense incurred by the Provider beyond that expressly authorized in this SLA will not be accepted or approved for payment by the Customer unless previously authorized in a written amendment to the SLA signed by the Customer and the Provider.

This SLA will remain in effect unless amended or replaced with an updated version. To make modifications to this agreement, the Coordinators listed below must be contacted and modifications jointly approved by Customer's and Provider's representatives or their designees.

SLA Coordinators		
	Name	Phone
Customer SLA Coordinator	Steve Noreika	(863) 537-3954
Provider SLA Coordinator	John A. Morden	(850) 488-5236

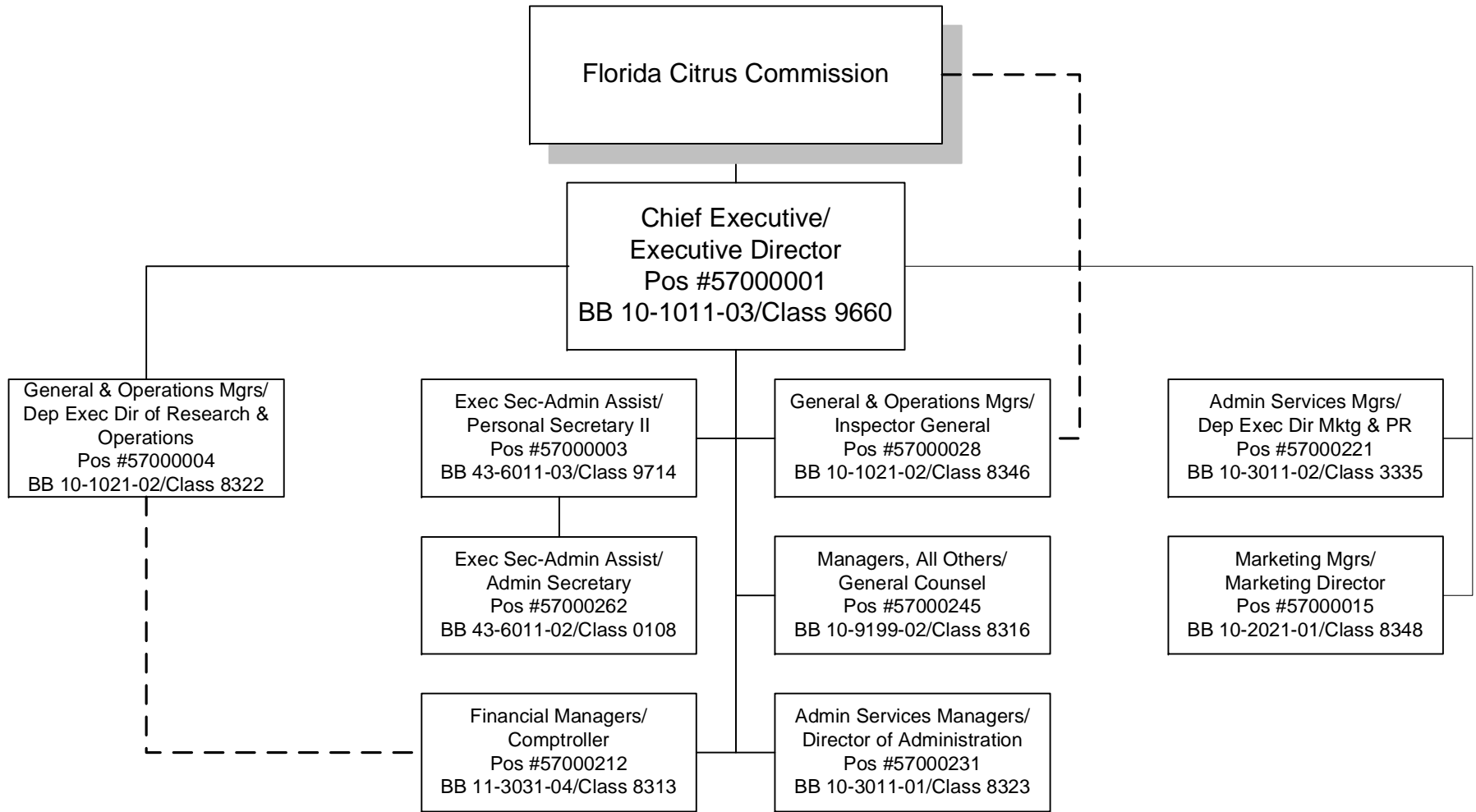
Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the “Legislative Budget Request (LBR) Instructions” located on the Governor’s website.

Agency:	Department of Citrus		
Contact Person:	Ken Keck	Phone Number:	(863) 537-3999
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)	Per Ken Keck – NO CASES PENDING		
Court with Jurisdiction:			
Case Number:			
Summary of the Complaint:			
Amount of the Claim:	\$		
Specific Statutes or Laws (including GAA) Challenged:			
Status of the Case:			
Who is representing (of record) the state in this lawsuit? Check all that apply.	<input type="checkbox"/>	Agency Counsel	
	<input type="checkbox"/>	Office of the Attorney General or Division of Risk Management	
	<input type="checkbox"/>	Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).			

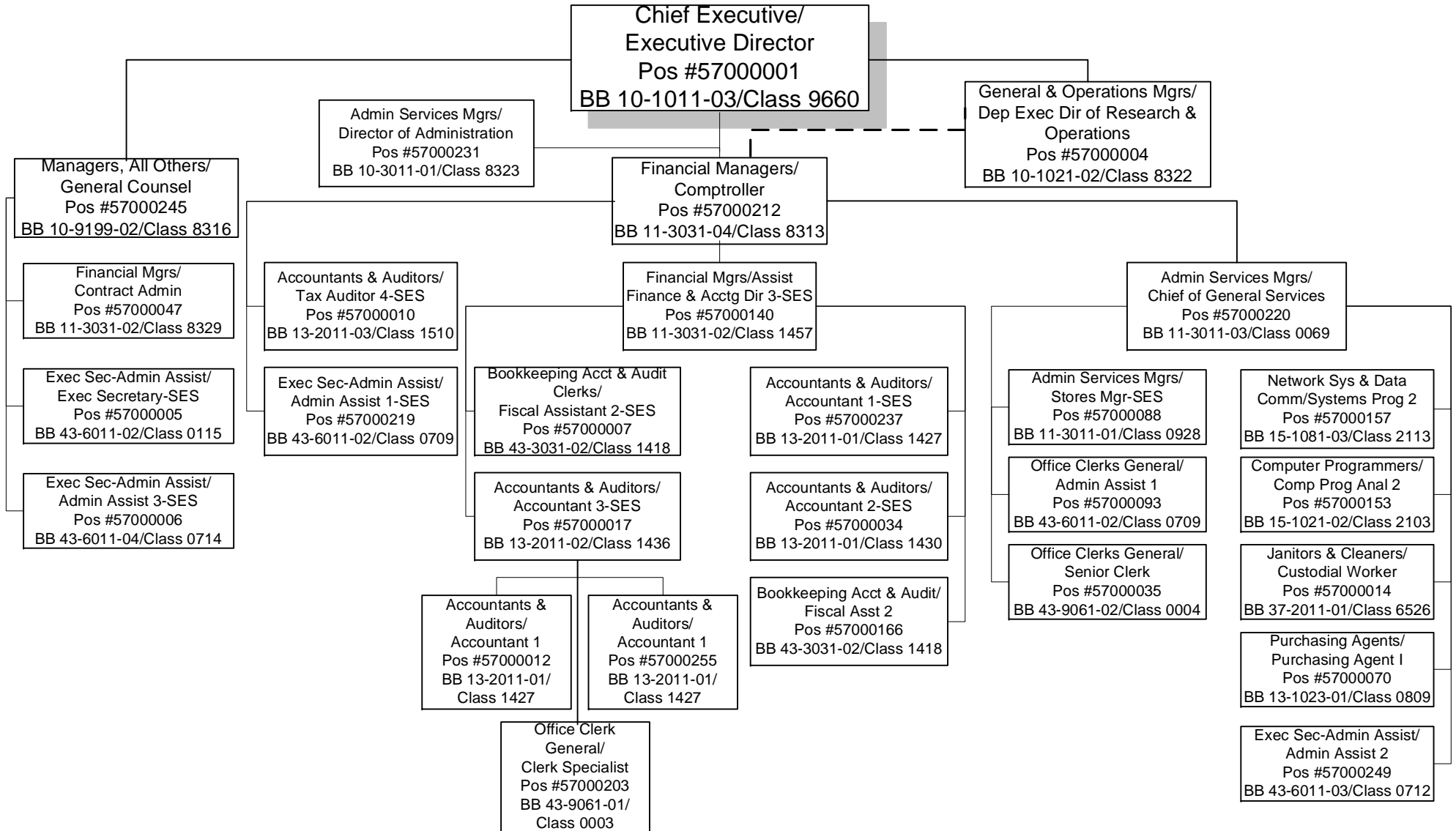
Executive Office

July 2010



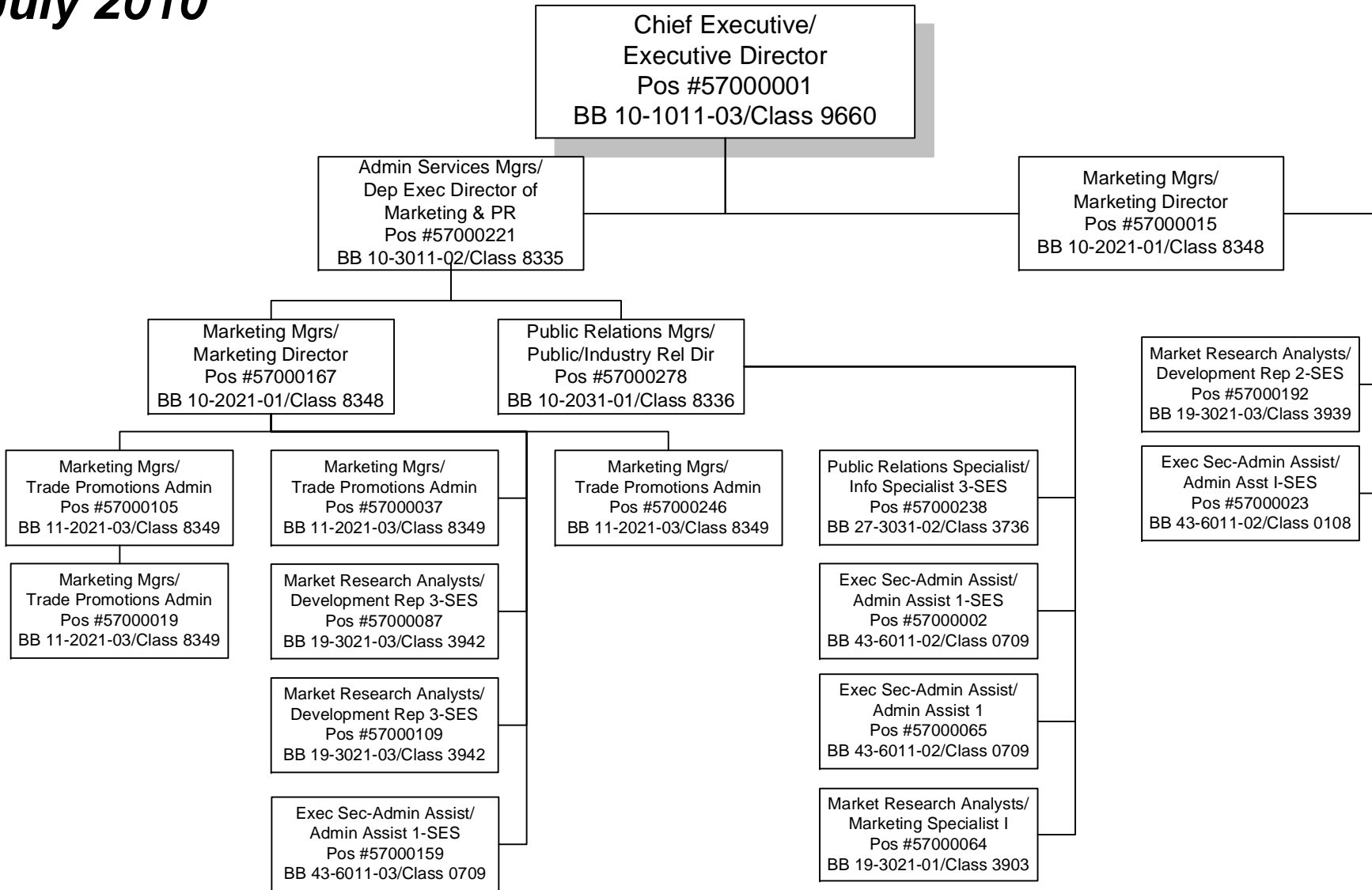
Administration

July 2010

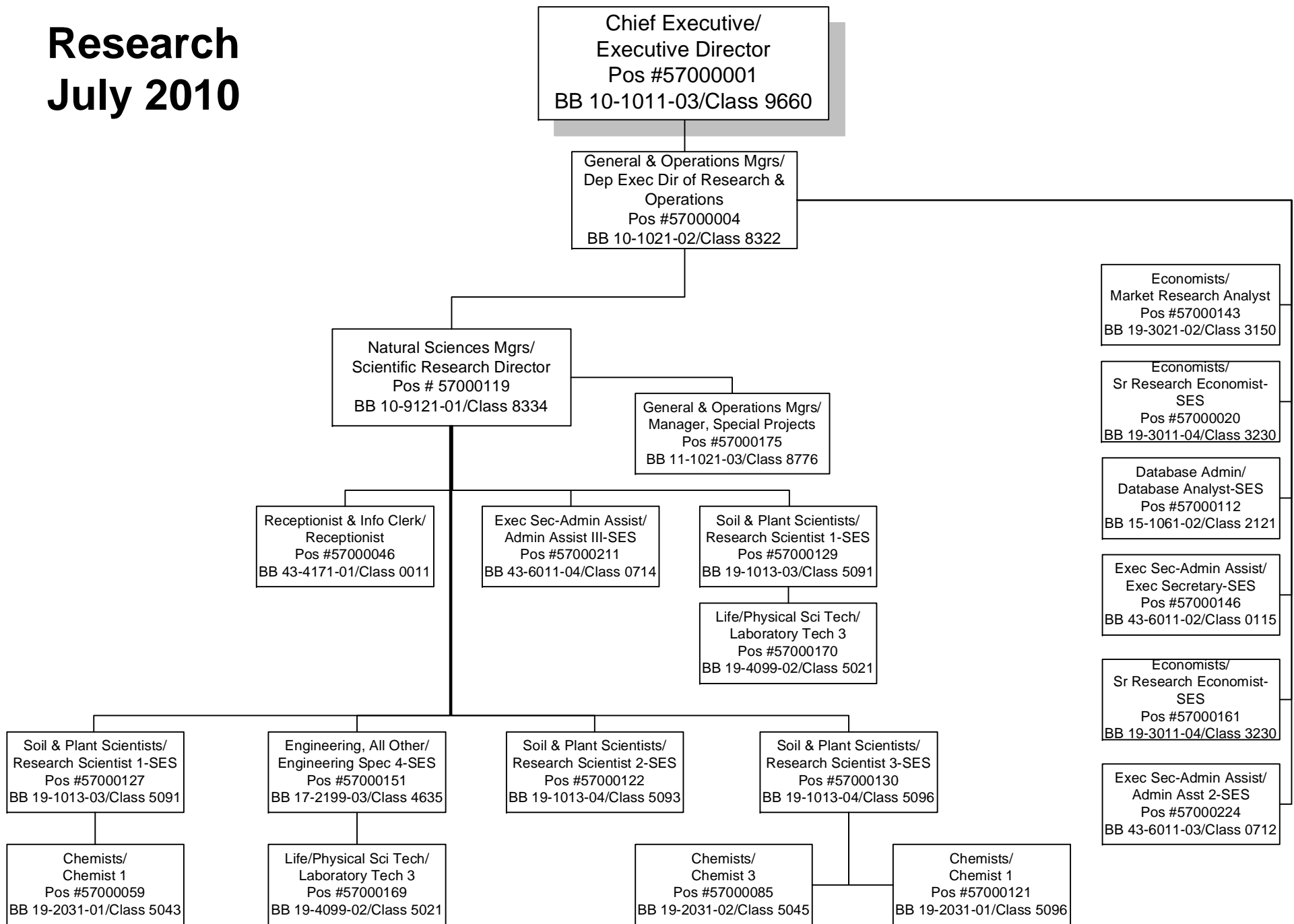


Marketing

July 2010



Research July 2010



State of Florida Department of Citrus



2011-12 Citrus Research Schedule I Series

October 2010

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2011 - 2012
Trust Fund Title:	Citrus
Budget Entity:	Citrus Advertising Trust Fund
LAS/PBS Fund Number:	5701 - Citrus Research
	2090

	Balance as of 6/30/2010		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	-	(A)		-
ADD: Other Cash (See Instructions)	-	(B)		-
ADD: Investments	-	(C)		-
ADD: Outstanding Accounts Receivable	31,560	(D)		31,560
ADD: Transfer from Budget Entity 57020000	3,785,805	(E)		3,785,805
Total Cash plus Accounts Receivable	3,817,365	(F)		3,817,365
LESS Allowances for Uncollectibles	-	(G)		-
LESS Approved "A" Certified Forwards	3,817,365	(H)		3,817,365
Approved "B" Certified Forwards	-	(H)		-
Approved "FCO" Certified Forwards	-	(H)		-
LESS: Other Accounts Payable (Nonoperating)	-	(I)		-
LESS: _____	-	(J)		-
Unreserved Fund Balance, 07/01/10	-	(K)		-

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

State of Florida Department of Citrus



2011-12 Executive Dir / Support Svcs Schedule I Series

October 2010

Department of Citrus 2011-12 Legislative Budget Request

Schedule I Narrative

5% Reserves

The Department of Citrus recommends an exclusion from the reserve requirement. The Department of Citrus is a 100% trust fund, supported by assessments on each box of citrus as they enter channels of trade. Collections are cyclical in nature, based on the timing and quantity of fruit entering markets. Our internal operating procedures require an overall reserve of 3% of our operating budget at the beginning of each year. In addition, each program director is required to “reserve” 10% of their program funds until the danger of a freeze (potential crop reduction) passes. These funds may be released to program activity in February.

Management and Administrative Costs

The Department of Citrus’ goal is to maintain administrative costs within 5% of our internal operating budget. As the Citrus Advertising Trust Fund is our only fund, all administrative costs are included here.

Section III - Adjustments

- (\$1,114) – Prepaid at 6/30/09, part of Fund Balance not spendable
- \$3,270 – Change in Prepaid Postage from 6/30/09 to 6/30/10
- \$3,168 – Accounts Payable not certified forward, paid from FY 2009-10 appropriation, part of operating expenditures in Section IV.
- \$1,657,363 - Prior year (Sept. 2009)certified forward reversions
- (\$917,355) – Prior year certified forward paid from Foreign Currency Bank account
- \$1,352,786 – Current year operating expenses paid from Foreign Currency Bank account, not part of operating expenditures in Section IV.
- \$202,415 - Error in recording current year refund, need to reduce operating expenditures in Section IV. This current year refund was recorded on comptroller’s records as a prior year refund, not reducing the expense. This refund is not included in Section I as a revenue, but is included twice in operating expenditures in Section IV
- (\$231,217) – Prior period adjustment. Taxes collected in FY 2008-09 were refunded to taxpayer in FY 2009-10 and recorded as a prior period adjustment.
- (\$8,906) – Prior period adjustment. Write off FY 2008-09 grant receivable that was not received.
- (\$538) – Accounts Receivable 6/30/09 received in FY 2009-10
- (\$2,767) – Other Misc. Adjustments

Miscellaneous Revenue – 2010-11

Proviso language in the General Appropriations Act 2009 requires Citrus to relocate headquarters to the Bob Crawford Agricultural Center in Bartow, Florida. The proviso language goes on to require the Board of Trustees of the Internal Improvement Trust Fund to surplus the Citrus headquarters building and land located at 1115 East Memorial Boulevard, Lakeland, Florida, pursuant to the requirements of s. 253.025, FS. Proceeds from the sale shall be deposited in the Citrus Advertising Trust Fund.

The Department currently estimates the proceeds from the sale to be approximately \$1,500,000, based on current Polk county records and a blend of office and warehouse cost/square foot rates for other properties in this vicinity.

SUPPLEMENT TO SCHEDULE I
STATE OF FLORIDA
ESTIMATED BOXES AND REVENUE
DEPARTMENT OF CITRUS
(000)

	Actual Revenue Boxes 2009-2010	Budgeted 2010-2011			Estimated 2011-2012		
		Boxes	Tax Rate	Estimated Revenue	Boxes	Tax Rate	Estimated Revenue
DOMESTIC							
ORANGE							
Fresh	4,732	4,500	0.115	\$517,500	4,500	0.115	\$517,500
Processed	129,122	141,842	0.255	36,169,710	137,500	0.255	35,062,500
GRAPEFRUIT							
Fresh	8,793	8,400	0.365	3,066,000	8,000	0.365	2,920,000
Processed	10,878	11,483	0.365	4,191,295	9,300	0.365	3,394,500
SPECIALTY							
Fresh	3,281	2,950	0.180	531,000	2,900	0.180	522,000
Processed	2,315	2,026	0.255	516,630	1,920	0.255	489,600
TOTAL DOMESTIC							
Fresh	16,806	15,850		4,114,500	15,400		3,959,500
Processed	142,315	155,351		40,877,635	148,720		38,946,600
	<u>159,121</u>	<u>171,201</u>		<u>44,992,135</u>	<u>164,120</u>		<u>42,906,100</u>
IMPORTS							
Orange	25,151	25,200	0.085	2,142,000	19,000	0.085	1,615,000
Grapefruit	94	100	0.122	12,167	500	0.122	60,833
	<u>25,245</u>	<u>25,300</u>		<u>2,154,167</u>	<u>19,500</u>		<u>1,675,833</u>
TOTAL	<u>184,366</u>	<u>196,501</u>		<u>\$47,146,302</u>	<u>183,620</u>		<u>\$44,581,933</u>

The Department of Citrus certifies this to be the most accurate estimate of revenues at this time. OPM will be notified of any significant revenue changes that occur prior to the Governor's Budget Recommendations being issued.

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2011 - 2012
Trust Fund Title:	Citrus
Budget Entity:	Citrus Advertising Trust Fund
LAS/PBS Fund Number:	5702 - Executive Direction and Support Services
	2090

	Balance as of 6/30/2010		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	231,421	(A)		231,421
ADD: Other Cash (See Instructions)	-	(B)		-
ADD: Investments	25,744,969	(C)		25,744,969
ADD: Outstanding Accounts Receivable	525,603	(D)		525,603
ADD:	-	(E)		-
Total Cash plus Accounts Receivable	26,501,994	(F)		26,501,994
LESS Allowances for Uncollectibles	-	(G)		-
LESS Approved "A" Certified Forwards	36,854	(H)		36,854
Approved "B" Certified Forwards	-	(H)		-
Approved "FCO" Certified Forwards	-	(H)		-
LESS: Other Accounts Payable (Nonoperating)	692,387	(I)		692,387
LESS: Transfer to Budget Entity 57010000	3,785,805	(J)		3,785,805
LESS: Transfer to Budget Entity 57030000	141,745	(J)		141,745
Unreserved Fund Balance, 07/01/10	21,845,203	(K)		21,845,203 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

RECONCILIATION: BEGINNING TRIAL BALANCE TO SCHEDULE I and IC

Budget Period: 2011 - 2012

Department Title: Citrus
Trust Fund Title: Citrus Advertising Trust Fund
LAS/PBS Fund Number: 2090

BEGINNING TRIAL BALANCE:

Unreserved Fund Balance Per Trial Balance, 07-01-10 (A)

Add/Subtract: (B)

Other Adjustment(s):

A/P not C/F 6/30/10 (C)

Prepaid Items-Not Reserved on T/B (C)

ADJUSTED BEGINNING TRIAL BALANCE: (D)

UNRESERVED FUND BALANCE, SCHEDULE IC (E)

DIFFERENCE: (F)*

***SHOULD EQUAL ZERO.**

SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS

Budget Period: 2011 - 12

Department: Citrus

Chief Internal Auditor: Billy Weathers

Budget Entity: 5700

Phone Number: (863) 537-3999

(1)	(2)	(3)	(4)	(5)	(6)
REPORT NUMBER	PERIOD ENDING	UNIT/AREA	SUMMARY OF FINDINGS AND RECOMMENDATIONS	SUMMARY OF CORRECTIVE ACTION TAKEN	ISSUE CODE
			NO MAJOR FINDINGS FOR 2009-2010		

State of Florida Department of Citrus



2011-12 Agricultural Products Marketing Schedule I Series

October 2010

STATE OF FLORIDA
DEPARTMENT OF CITRUS
SUPPLEMENT TO SCHEDULE I
FEDERAL FOREIGN AGRICULTURAL SERVICE PROGRAM

The federal Targeted Export Assistance (TEA) program was created in the 1985 Farm Bill. By authorizing export promotional assistance, TEA was intended to provide economic relief to U.S. commodities and directly counteract unfair practices overseas. The Food, Agriculture, Conservation and Trade Act of 1990 established a Market Access Program (MAP), as a replacement of the TEA Program, to encourage the development, maintenance and expansion of commercial export markets for U.S. agricultural commodities through cost-share assistance to eligible trade organizations that implement market promotion activities. These two programs have become one of U.S. agriculture's most effective weapons against unfair competition.

The Foreign Agricultural Service (FAS) administers the Market Access Program, as they previously did the TEA program. FAS authorizes both branded and generic export promotion, and the vast majority of U.S. agriculture in virtually all fifty states now participates in the program. By stimulating foreign interest in products of U.S. origin, FAS is enlarging overall world demand in ways that will endure and assist U.S. agriculture well into the future.

The Florida Department of Citrus (on behalf of the Florida citrus industry) is eligible to participate in the Foreign Agricultural Service Program in order to counter or offset the adverse effect of unfair trading practices of foreign countries on the export of citrus and citrus products. The Department of Citrus budget for international marketing relies heavily on funding from the Foreign Agricultural Service Program.

Activity plans are developed at the Florida Department of Citrus with input from overseas advertising and promotion staff, exporters, importers and government agricultural officials. Execution of these plans is performed by these professional agencies in the countries in which FDOC/FAS programs operate.

Florida has shown revenue increases in all FAS activity countries since initial participation in the FAS program began in 1986-87. The schedule attached identifies the number of cartons of Florida grapefruit shipped, F.O.B. prices, and FAS funding.

**STATE OF FLORIDA
DEPARTMENT OF CITRUS
SUPPLEMENT TO SCHEDULE 1
FEDERAL FOREIGN AGRICULTURAL SERVICE PROGRAM**

FISCAL YEAR	SHIPMENTS	PRICES	MAP FUNDING	QSP FUNDING	EMO FUNDING	108 FUNDING	TOTAL FAS FUNDING	
1986-87	15,472,000	\$6.03	\$5,464,958	\$0	\$0	\$0	\$5,464,958	
1987-88	20,662,000	6.35	6,520,534				6,520,534	
1988-89	23,566,000	5.91	9,081,207				9,081,207	
1989-90	9,328,000	7.45	5,925,389				5,925,389	
1990-91	19,300,000	7.50	9,705,381				9,705,381	
1991-92	18,600,000	6.50	6,226,758				6,226,758	
1992-93	17,482,000	5.50	6,999,462				6,999,462	
1993-94	20,342,000	5.00	6,822,775				6,822,775	
1994-95	19,713,000	7.65	5,633,904				5,633,904	
1995-96	22,345,000	7.23	5,488,696				5,488,696	
1996-97	22,500,000	7.23	4,165,976				4,165,976	
1997-98	*	21,860,000	7.23	4,087,323			4,087,323	
1998-99	*	22,125,000	7.65	5,988,215			5,988,215	
1999-00	*	20,729,000	8.50	3,773,519			3,773,519	
2000-01	*	20,248,000	9.88	3,713,949		220,250	3,934,199	
2001-02	*	20,678,000	8.08	3,403,523	2,145	128,016	18,840	3,552,524
2002-03	*	18,334,000	10.20	3,618,313	0	39,858	184,807	3,842,978
2003-04	*	21,355,000	9.80	4,450,478	0	175,000	20,673	4,646,151
2004-05	*	8,522,000	16.79	4,643,495	0	0	0	4,643,495
2005-06	*	7,686,000	14.14	5,568,651	0	0	0	5,568,651
2006-07	*	13,872,000	10.99	5,486,000	0	0	0	5,486,000
2007-08	*	13,647,000	11.01	5,486,000	0	0	0	5,486,000
2008-09	*	11,308,000	9.92	5,814,581	0	0	0	5,814,581
2009-10	*	11,312,000	14.32	5,472,000	0	0	0	5,472,000
2010-11	*(est)	11,500,000	10.00	5,205,000	0	0	0	5,205,000
2011-12	*(est)	11,500,000	10.00	5,200,000	0	0	0	5,200,000

* Includes Canada in the shipments and funding.

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2011 - 2012
Trust Fund Title:	Citrus
Budget Entity:	Citrus Advertising Trust Fund
LAS/PBS Fund Number:	5703 - Agricultural Product Marketing
	2090

	Balance as of 6/30/2010		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	-	(A)		-
ADD: Other Cash (See Instructions)	1,362,290	(B)		1,362,290
ADD: Investments	-	(C)		-
ADD: Outstanding Accounts Receivable	2,038,750	(D)		2,038,750
ADD: Transfer from Budget Entity 57020000	141,745	(E)		141,745
Total Cash plus Accounts Receivable	3,542,785	(F)		3,542,785
LESS Allowances for Uncollectibles	-	(G)		-
LESS Approved "A" Certified Forwards	3,542,785	(H)		3,542,785
Approved "B" Certified Forwards	-	(H)		-
Approved "FCO" Certified Forwards	-	(H)		-
LESS: Other Accounts Payable (Nonoperating)	-	(I)		-
LESS:	-	(J)		-
Unreserved Fund Balance, 07/01/10	-	(K)		-

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

Fiscal Year 2011-12 LBR Technical Review Checklist (Rev. 10-13-2010)

Department/Budget Entity (Service): CITRUS
Agency Budget Officer/OPB Analyst Name: DEBRA FUNKHOUSER/PAM BREZA

A "Y" indicates "YES" and is acceptable, an "N/J" indicates "NO/Justification Provided" - these require further explanation/justification (additional sheets can be used as necessary), and "TIPS" are other areas to consider.

	Program or Service (Budget Entity Code)				
Action	5701	5702	5703		

1. GENERAL

1.1 Are Columns A01, A02, A04, A05, A36, A90, A91, A92, A93, A94, A95, IA1, IA4, IA5, IP1,V1, IV3 and NV1 set to TRANSFER CONTROL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status for both the Budget and Trust Fund columns? Are Columns A06, A07, A08 and A09 for Fixed Capital Outlay (FCO) set to TRANSFER CONTROL for DISPLAY status only? (CSDI)	Y	Y	Y		
1.2 Is Column A03 set to TRANSFER CONTROL for DISPLAY and UPDATE status for both the Budget and Trust Fund columns? (CSDI)	Y	Y	Y		

AUDITS:

1.3 Has Column A03 been copied to Column A12? Run the Exhibit B Audit Comparison Report to verify. (EXBR, EXBA)	Y	Y	Y		
1.4 Has security been set correctly? (CSDR, CSA)	Y	Y	Y		
TIP The agency should prepare the budget request for submission in this order: 1) Lock columns as described above; 2) copy Column A03 to Column A12; and 3) set Column A12 column security to ALL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status.					

2. EXHIBIT A (EADR, EXA)

2.1 Is the budget entity authority and description consistent with the agency's LRPP and does it conform to the directives provided on page 56 of the LBR Instructions?	Y	Y	Y		
2.2 Are the statewide issues generated systematically (estimated expenditures, nonrecurring expenditures, etc.) included?	Y	Y	Y		
2.3 Are the issue codes and titles consistent with <i>Section 3</i> of the LBR Instructions (pages 15 through 27)? Do they clearly describe the issue?	Y	Y	Y		
2.4 Have the coding guidelines in <i>Section 3</i> of the LBR Instructions (pages 15 through 27) been followed?	Y	Y	Y		

3. EXHIBIT B (EXBR, EXB)

3.1 Is it apparent that there is a fund shift and were the issues entered into LAS/PBS correctly? Check D-3A funding shift issue 340XXX0 - a unique deduct and unique add back issue should be used to ensure fund shifts display correctly on the LBR exhibits.	NA	NA	NA		
3.2 Are the 33XXXX0 issues negative amounts only and do not restore nonrecurring cuts from a prior year or fund any issues that net to a positive or zero amount? Check D-3A issues 33XXXX0 - a unique issue should be used for issues that net to zero or a positive amount.	NA	NA	Y		

AUDITS:

		Program or Service (Budget Entity Code)				
Action		5701	5702	5703		
3.3	Negative Appropriation Category Audit for Agency Request (Columns A03 and A04): Are all appropriation categories positive by budget entity at the FSI level? Are all nonrecurring amounts less than requested amounts? (NACR, NAC - Report should print "No Negative Appropriation Categories Found")	Y	Y	Y		
3.4	Current Year Estimated Verification Comparison Report: Is Column A02 equal to Column B07? (EXBR, EXBC - Report should print "Records Selected Net To Zero")	Y	Y	Y		
TIP	Generally look for and be able to fully explain significant differences between A02 and A03.					
TIP	Exhibit B - A02 equal to B07: Compares Current Year Estimated column to a backup of A02. This audit is necessary to ensure that the historical detail records have not been adjusted. Records selected should net to zero.					
TIP	Requests for appropriations which require advance payment authority must use the sub-title "Grants and Aids". For advance payment authority to local units of government, the Aid to Local Government appropriation category (05XXXX) should be used. For advance payment authority to non-profit organizations or other units of state government, the Special Categories appropriation category (10XXXX) should be used.					
4. EXHIBIT D (EADR, EXD)						
4.1	Is the program component objective statement consistent with the agency LRPP, and does it conform to the directives provided on page 59 of the LBR Instructions?	Y	Y	Y		
4.2	Is the program component code and title used correct?	Y	Y	Y		
TIP	Fund shifts or transfers of services or activities between program components will be displayed on an Exhibit D whereas it may not be visible on an Exhibit A.					
5. EXHIBIT D-1 (ED1R, EXD1)						
5.1	Are all object of expenditures positive amounts? (This is a manual check.)	Y	Y	Y		
AUDITS:						
5.2	Do the fund totals agree with the object category totals within each appropriation category? (ED1R, XD1A - Report should print "No Differences Found For This Report")	Y	Y	Y		
5.3	FLAIR Expenditure/Appropriation Ledger Comparison Report: Is Column A01 less than Column B04? (EXBR, EXBB - Negative differences need to be corrected in Column A01.)	Y	Y	Y		
5.4	A01/State Accounts Disbursements and Carry Forward Comparison Report: Does Column A01 equal Column B08? (EXBR, EXBD - Differences need to be corrected in Column A01.)	Y	Y	Y		

		Program or Service (Budget Entity Code)				
Action		5701	5702	5703		
TIP	If objects are negative amounts, the agency must make adjustments to Column A01 to correct the object amounts. In addition, the fund totals must be adjusted to reflect the adjustment made to the object data.					
TIP	If fund totals and object totals do not agree or negative object amounts exist, the agency must adjust Column A01.					
TIP	Exhibit B - A01 less than B04: This audit is to ensure that the disbursements and carry/certifications forward in A01 are less than FY 2009-10 approved budget. Amounts should be positive.					
TIP	If B08 is not equal to A01, check the following: 1) the initial FLAIR disbursements or carry forward data load was corrected appropriately in A01; 2) the disbursement data from departmental FLAIR was reconciled to State Accounts; and 3) the FLAIR disbursements did not change after Column B08 was created.					
6. EXHIBIT D-3 (ED3R, ED3) (Not required in the LBR - for analytical purposes only.)						
6.1	Are issues appropriately aligned with appropriation categories?	Y	Y	Y		
TIP	Exhibit D-3 is no longer required in the budget submission but may be needed for this particular appropriation category/issue sort. Exhibit D-3 is also a useful report when identifying negative appropriation category problems.					
7. EXHIBIT D-3A (EADR, ED3A)						
7.1	Are the issue titles correct and do they clearly identify the issue? (See pages 15 through 31 of the LBR Instructions.)	Y	Y	Y		
7.2	Does the issue narrative adequately explain the agency's request and is the explanation consistent with the LRPP? (See page 65 of the LBR Instructions.)	Y	Y	Y		
7.3	Does the narrative for Information Technology (IT) issue follow the additional narrative requirements described on pages 66 through 69 of the LBR Instructions?	N/A	N/A	N/A		
7.4	Are all issues with an IT component identified with a "Y" in the "IT COMPONENT?" field? If the issue contains an IT component, has that component been identified and documented?	N/A	N/A	N/A		
7.5	Does the issue narrative explain any variances from the Standard Expense and Human Resource Services Assessments package? Is the nonrecurring portion in the nonrecurring column? (See pages E-4 and E-5 of the LBR Instructions.)	N/A	N/A	N/A		
7.6	Does the salary rate request amount accurately reflect any new requests and are the amounts proportionate to the Salaries and Benefits request? Note: Salary rate should always be annualized.	N/A	N/A	N/A		
7.7	Does the issue narrative thoroughly explain/justify all Salaries and Benefits amounts entered into the Other Salary Amounts transactions (OADA/C)? Amounts entered into OAD are reflected in the Position Detail of Salaries and Benefits section of the Exhibit D-3A.	N/A	N/A	N/A		

Action		Program or Service (Budget Entity Code)				
		5701	5702	5703		
7.8	Does the issue narrative include the Consensus Estimating Conference forecast, where appropriate?	N/A	N/A	N/A		
7.9	Does the issue narrative reference the specific county(ies) where applicable?	N/A	N/A	N/A		
7.10	Do the 160XXX0 issues reflect budget amendments that have been approved (or in the process of being approved) and that have a recurring impact (including Lump Sums)? Have the approved budget amendments been entered in Column A18 as instructed in Memo #11-006?	N/A	Y	N/A		
7.11	When appropriate are there any 160XXX0 issues included to delete positions placed in reserve in the OPB Position and Rate Ledger (e.g. unfunded grants)? Note: Lump sum appropriations not yet allocated should <u>not</u> be deleted. (PLRR, PLMO)	N/A	N/A	N/A		
7.12	Does the issue narrative include plans to satisfy additional space requirements when requesting additional positions?	N/A	N/A	N/A		
7.13	Has the agency included a 160XXX0 issue and 210XXXX and 260XXX0 issues as required for lump sum distributions?	N/A	N/A	N/A		
7.14	Do the amounts reflect appropriate FSI assignments?	Y	N/A	Y		
7.15	Do the issues relating to <i>salary and benefits</i> have an "A" in the fifth position of the issue code (XXXXAXX) and are they self-contained (not combined with other issues)? (See page 26 and 86 of the LBR Instructions.)	N/A	N/A	N/A		
7.16	Do the issues relating to <i>Information Technology (IT)</i> have a "C" in the sixth position of the issue code (36XXXXCX) and are the correct issue codes used (361XXC0, 362XXC0, 363XXC0, 17C01C0, 17C02C0, 17C03C0, 24010C0, 33001C0 or 55C01C0)?	N/A	N/A	N/A		
7.17	Are the issues relating to <i>major audit findings and recommendations</i> properly coded (4A0XXX0, 4B0XXX0)?	N/A	N/A	N/A		

	Program or Service (Budget Entity Code)				
Action	5701	5702	5703		

AUDIT:					
7.18	Are all FSI's equal to '1', '2', '3', or '9'? There should be no FSI's equal to '0'. (EADR, FSIA - Report should print "No Records Selected For Reporting")	Y	Y	Y	
7.19	Does the General Revenue for 160XXXX issues net to zero? (GENR, LBR1)	Y	Y	Y	
7.20	Does the General Revenue for 180XXXX issues net to zero? (GENR, LBR2)	N/A	N/A	N/A	
7.21	Does the General Revenue for 200XXXX issues net to zero? (GENR, LBR3)	N/A	N/A	N/A	
7.22	Have FCO appropriations been entered into the nonrecurring column A04? (GENR, LBR4 - Report should print "No Records Selected For Reporting" or a listing of D-3A issue(s) assigned to Debt Service (IOE N) or in some cases State Capital Outlay - Public Education Capital Outlay (IOE L))	N/A	N/A	N/A	
TIP	Salaries and Benefits amounts entered using the OADA/C transactions must be thoroughly justified in the D-3A issue narrative. Agencies can run OADA/OADR from STAM to identify the amounts entered into OAD and ensure these entries have been thoroughly explained in the D-3A issue narrative.				
TIP	The issue narrative must completely and thoroughly explain and justify each D-3A issue. Agencies must ensure it provides the information necessary for the OPB and legislative analysts to have a complete understanding of the issue submitted. Thoroughly review pages 64 through 70 of the LBR Instructions.				
TIP	Check BAPS to verify status of budget amendments. Check for reapprovals not picked up in the General Appropriations Act. Verify that Lump Sum appropriations in Column A02 do not appear in Column A03. Review budget amendments to verify that 160XXX0 issue amounts correspond accurately and net to zero for General Revenue funds.				
TIP	If an agency is receiving federal funds from another agency the FSI should = 9 (Transfer - Recipient of Federal Funds). The agency that originally receives the funds directly from the federal agency should use FSI = 3 (Federal Funds).				
TIP	If an appropriation made in the FY 2009-10 General Appropriations Act duplicates an appropriation made in substantive legislation, the agency must create a unique deduct nonrecurring issue to eliminate the duplicated appropriation. Normally this is taken care of through line item veto.				

		Program or Service (Budget Entity Code)				
Action		5701	5702	5703		
8. SCHEDULE I & RELATED DOCUMENTS (SC1R, SC1 - Budget Entity Level or SC1R, SC1D - Department Level)						
8.1	Has a separate department level Schedule I and supporting documents package been submitted by the agency?	Y	Y	Y		
8.2	Has a Schedule I been completed in LAS/PBS for each operating trust fund?	Y	Y	Y		
8.3	Have the appropriate Schedule I supporting documents been included for the trust funds (Schedule IA, Schedule IB, Schedule IC, and Reconciliation to Trial Balance)?	Y	Y	Y		
8.4	Have the Examination of Regulatory Fees Part I and Part II forms been included for the applicable regulatory programs?	N/A	N/A	N/A		
8.5	Have the required detailed narratives been provided (5% trust fund reserve narrative; method for computing the distribution of cost for general management and administrative services narrative; adjustments narrative; revenue estimating methodology narrative)?	Y	Y	Y		
8.6	Has the Inter-Agency Transfers Reported on Schedule I form been included as applicable for transfers totaling \$100,000 or more for the fiscal year?	N/A	N/A	N/A		
8.7	If the agency is scheduled for the annual trust fund review this year, have the Schedule ID and applicable draft legislation been included for recreation, modification or termination of existing trust funds?	N/A	N/A	N/A		
8.8	If the agency is scheduled for the annual trust fund review this year, have the necessary trust funds been requested for creation pursuant to <i>section 215.32(2)(b), Florida Statutes</i> - including the Schedule ID and applicable legislation?	N/A	N/A	N/A		
8.9	Are the revenue codes correct? In the case of federal revenues, has the agency appropriately identified direct versus indirect receipts (object codes 000700, 000750, 000799, 001510 and 001599)?	Y	N/A	Y		
8.10	Are the statutory authority references correct?	Y	N/A	Y		
8.11	Are the General Revenue Service Charge percentage rates used for each revenue source correct? (Refer to Chapter 2009-78, Laws of Florida, for appropriate general revenue service charge percentage rates.)	Y	Y	Y		
8.12	Is this an accurate representation of revenues based on the most recent Consensus Estimating Conference forecasts?	N/A	N/A	N/A		
8.13	If there is no Consensus Estimating Conference forecast available, do the revenue estimates appear to be reasonable?	Y	Y	Y		
8.14	Are the federal funds revenues reported in Section I broken out by individual grant? Are the correct CFDA codes used?	Y	N/A	Y		
8.15	Are anticipated grants included and based on the state fiscal year (rather than federal fiscal year)?	Y	N/A	Y		
8.16	Are the Schedule I revenues consistent with the FSI's reported in the Exhibit D-3A?	Y	N/A	Y		
8.17	If applicable, are nonrecurring revenues entered into Column A04?	N/A	N/A	N/A		

Action		Program or Service (Budget Entity Code)				
		5701	5702	5703		
8.18	Has the agency certified the revenue estimates in columns A02 and A03 to be the latest and most accurate available? Does the certification include a statement that the agency will notify OPB of any significant changes in revenue estimates that occur prior to the Governor's Budget Recommendations being issued?	Y	Y	Y		
8.19	Is a 5% trust fund reserve reflected in Section II? If not, is sufficient justification provided for exemption? Are the additional narrative requirements provided?	Y	Y	Y		
8.20	Are appropriate service charge nonoperating amounts included in Section II?	Y	Y	Y		
8.21	Are nonoperating expenditures to other budget entities/departments cross-referenced accurately?	Y	Y	Y		
8.22	Do transfers balance between funds (within the agency as well as between agencies)? (See also 8.6 for required transfer confirmation of amounts totaling \$100,000 or more.)	Y	Y	Y		
8.23	Are nonoperating expenditures recorded in Section II and adjustments recorded in Section III?	Y	Y	Y		
8.24	Are prior year September operating reversions appropriately shown in column A01?	Y	Y	Y		
8.25	Are current year September operating reversions appropriately shown in column A02?	Y	Y	Y		
8.26	Does the Schedule IC properly reflect the unreserved fund balance for each trust fund as defined by the LBR Instructions, and is it reconciled to the agency accounting records?	Y	Y	Y		
8.27	Does Column A01 of the Schedule I accurately represent the actual prior year accounting data as reflected in the agency accounting records, and is it provided in sufficient detail for analysis?	Y	Y	Y		
8.28	Does Line I of Column A01 (Schedule I) equal Line K of the Schedule IC?	Y	Y	Y		
AUDITS:						
8.29	Is Line I a positive number? (If not, the agency must adjust the budget request to eliminate the deficit).	Y	Y	Y		
8.30	Is the June 30 Adjusted Unreserved Fund Balance (Line D) equal to the July 1 Unreserved Fund Balance (Line A) of the following year? (SC1R, SC1A - Report should print "No Discrepancies Exist For This Report")	Y	Y	Y		
8.31	Has a Department Level Reconciliation been provided for each trust fund and does Line A of the Schedule I equal the CFO amount? If not, the agency must correct Line A. (SC1R, DEPT)	Y	Y	Y		
TIP	The Schedule I is the most reliable source of data concerning the trust funds. It is very important that this schedule is as accurate as possible!					
TIP	Determine if the agency is scheduled for trust fund review. (See page 125 of the LBR Instructions.)					

		Program or Service (Budget Entity Code)				
Action		5701	5702	5703		
TIP	Review the unreserved fund balances and compare revenue totals to expenditure totals to determine and understand the trust fund status.					
TIP	Typically nonoperating expenditures and revenues should not be a negative number. Any negative numbers must be fully justified.					
9. SCHEDULE II (PSCR, SC2)						
AUDIT:						
9.1	Is the pay grade minimum for salary rate utilized for positions in segments 2 and 3? (BRAR, BRAA - Report should print "No Records Selected For This Request") Note: Amounts other than the pay grade minimum should be fully justified in the D-3A issue narrative. (See <i>Base Rate Audit</i> on page 157 of the LBR Instructions.)	N/A	N/A	N/A		
10. SCHEDULE III (PSCR, SC3)						
10.1	Is the appropriate lapse amount applied in Segment 3? (See page 87 of the LBR Instructions.)	N/A	N/A	N/A		
10.2	Are amounts in <i>Other Salary Amount</i> appropriate and fully justified? (See page 94 of the LBR Instructions for appropriate use of the OAD transaction.) Use OADI or OADR to identify agency other salary amounts requested.	N/A	N/A	N/A		
11. SCHEDULE IV (EADR, SC4)						
11.1	Are the correct Information Technology (IT) issue codes used?	N/A	N/A	N/A		
TIP	If IT issues are not coded correctly (with "C" in 6th position), they will not appear in the Schedule IV.					
12. SCHEDULE VIIIA (EADR, SC8A)						
12.1	Is there only one #1 priority, one #2 priority, one #3 priority, etc. reported on the Schedule VIII-A? Are the priority narrative explanations adequate?	N/A	N/A	N/A		
13. SCHEDULE VIIIB-1 (EADR, S8B1)						
13.1	Do the reductions comply with the instructions provided on pages 98 through 101 of the LBR Instructions regarding a 5% reduction in recurring and nonrecurring General Revenue and Trust Funds?	Y	Y	Y		
14. SCHEDULE VIIIB-2 (EADR, S8B2)						
14.1	Do the reductions comply with the instructions provided on pages 102 through 104 of the LBR Instructions regarding a 15% reduction in recurring General Revenue and Trust Funds?	Y	Y	Y		

		Program or Service (Budget Entity Code)				
Action		5701	5702	5703		
15. SCHEDULE XI (LAS/PBS Web - see page 108 of the LBR Instructions for detailed instructions)						
15.1	Has the Schedule XI one page summary Excel file been e-mailed to OPB at OPB.UnitCostSummary@laspbs.state.fl.us? Agencies are required to generate this spreadsheet via the LAS/PBS Web. (Note: Pursuant to section 216.023(4) (b), Florida Statutes, the Legislature can reduce the funding level for any agency that does not provide this information.)	Y	Y	Y		
15.2	Do the PDF files uploaded to the Florida Fiscal Portal for the LRPP and LBR match the Excel file e-mailed to OPB?	Y	Y	Y		
AUDITS INCLUDED IN THE SCHEDULE XI REPORT:						
15.3	Does the FY 2009-10 Actual (prior year) Expenditures in Column A36 reconcile to Column A01? (GENR, ACT1)	Y	Y	Y		
15.4	None of the executive direction, administrative support and information technology statewide activities (ACT0010 thru ACT0490) have output standards (Record Type 5)? (Audit #1 should print "No Activities Found")	Y	Y	Y		
15.5	Does the Fixed Capital Outlay (FCO) statewide activity (ACT0210) only contain 08XXXX or 14XXXX appropriation categories? (Audit #2 should print "No Operating Categories Found")	N/A	N/A	N/A		
15.6	Has the agency provided the necessary demand (Record Type 5) for all activities which <u>should</u> appear in Section II? (Note: Audit #3 will identify those activities that do NOT have a Record Type '5' and have not been identified as a 'Pass Through' activity. These activities will be displayed in Section III with the 'Payment of Pensions, Benefits and Claims' activity and 'Other' activities. Verify if these activities should be displayed in Section III. If not, an output standard would need to be added for that activity and the Schedule XI submitted again.)	Y	Y	Y		
15.7	Does Section I (Final Budget for Agency) and Section III (Total Budget for Agency) equal? (Audit #4 should print "No Discrepancies Found")	Y	Y	Y		
TIP	If Section I and Section III have a small difference, it may be due to rounding and therefore will be acceptable.					
16. MANUALLY PREPARED EXHIBITS & SCHEDULES						
16.1	Do exhibits and schedules comply with LBR Instructions (pages 110 through 154 of the LBR Instructions), and are they accurate and complete?	Y	Y	Y		
16.2	Are appropriation category totals comparable to Exhibit B, where applicable?	Y	Y	Y		
16.3	Are agency organization charts (Schedule X) provided and at the appropriate level of detail?	Y	Y	Y		

	Program or Service (Budget Entity Code)				
Action	5701	5702	5703		

AUDITS - GENERAL INFORMATION

TIP	Review <i>Section 6: Audits</i> of the LBR Instructions for a list of audits and their descriptions.	
TIP	Reorganizations may cause audit errors. Agencies must indicate that these errors are due to an agency reorganization to justify the audit error.	

17. CAPITAL IMPROVEMENTS PROGRAM (CIP)

17.1	Are the CIP-2, CIP-3, CIP-A and CIP-B forms included?	Y	Y	Y		
17.2	Are the CIP-4 and CIP-5 forms submitted when applicable (see CIP Instructions)?	Y	Y	Y		
17.3	Do all CIP forms comply with CIP Instructions where applicable (see CIP Instructions)?	Y	Y	Y		
17.4	Does the agency request include 5 year projections (Columns A03, A06, A07, A08 and A09)?	Y	Y	Y		
17.5	Are the appropriate counties identified in the narrative?	Y	Y	Y		
17.6	Has the CIP-2 form (Exhibit B) been modified to include the agency priority for each project and the modified form saved as a PDF document?	N/A	N/A	N/A		
TIP	Requests for Fixed Capital Outlay appropriations which are Grants and Aids to Local Governments and Non-Profit Organizations must use the Grants and Aids to Local Governments and Non-Profit Organizations - Fixed Capital Outlay major appropriation category (140XXX) and include the sub-title "Grants and Aids". These appropriations utilize a CIP-B form as justification.					

18. FLORIDA FISCAL PORTAL

18.1	Have all files been assembled correctly and posted to the Florida Fiscal Portal as outlined in the Florida Fiscal Portal Submittal Process?	Y	Y	Y		
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