



**Spokane County Information Technology Department
SERVICE LEVEL AGREEMENT (SLA)
Remote Access Services**

This SLA is entered into between the **Spokane County Information Technology Department**, hereinafter referred to as IT, and _____ City of Cheney _____, hereinafter referred to as the Customer.

The purpose of this agreement is to formally define the working relationship between IT and organizations outside Spokane County government who need to connect to the Spokane County Wide Area Network(SCWAN) for the purpose of conducting business with Spokane County or other agencies connected to the SCWAN.

IT provides services to eligible organizations that have signed this Service Level Agreement.

1. Definitions

- A. Spokane County Wide Area Network (SCWAN) - The business network used by departments of Spokane County government that is secured from unauthorized access by other public and private networks.
- B. Intergovernmental Network (IGN)– The secure network shared only by Municipal, County and State Governments under management control of Washington State Department of Enterprise Services.
- C. Customer – A private organization, municipality, or other local government seeking general network connectivity with Spokane County.
- D. VPN – Virtual Private Network. A private data network that makes use of the public Internet to create a secure encrypted tunnel
- E. Citrix Portal – Authorized applications are published and made available via a secure encrypted tunnel which is accessed over the Internet via a Web browser.
- F. Remote Access Service(RAS) – The method (either VPN or Citrix Portal) that is provided to the customer in order to provide access to authorized applications or services

- G. Secured Application Access – Threat Management Gateway to access secured web applications.

2. Term

The term of this SLA is effective upon the date of execution by both parties and shall remain in full force and effect until terminated by either party with 30 days' written notice. This SLA shall be reviewed annually.

3. Scope of Remote Access Service

- A. IT will provide the following:
 - a. A customized VPN, Citrix Portal, or Secured Application Access which will enable customer access to authorized services or applications.
- B. IT **does not** support or provide the following:
 - a. Support for Customer applications or systems
 - b. Management or troubleshooting of Customer network environment (i.e., firewalls, servers, workstations, etc.)
 - c. Remote Client hardware
 - d. Remote Client internet access.

4. Customer Technical Requirements

A. Hardware and Internet Access

Customer must supply the device they intend to use to for the Remote Access Service.

B. Customer RAS Technical Contact

Customer will designate a RAS technical contact (Appendix B) who is authorized to execute the following responsibilities:

- a. Installation
 - i. Both RAS offerings (Citrix Portal & VPN) are accessed via a web browser. The required software will automatically be installed upon initial access to the service
- b. Account Changes
 - i. The Customer RAS Technical Contact should submit requests to add, change or delete accounts for their agency to help@spokanecounty.org
 - ii. The Customer RAS Contact will be the “central point of contact” for the Customer’s Remote Client support.

5. Customer Security Requirements

- A. Customer agrees that all Remote Clients, and Customer's servers being accessed by remote Clients through the RAS Service, will be secured to the level appropriate for the sensitivity of the data being transferred, manipulated or accessed. Appropriate security may include, but is not limited to, use of personal firewalls and personal virus protection on Remote Client workstations.
- B. Customer agrees that Remote Clients shall utilize the RAS Service to engage only authorized servers and networks. Any attempt to utilize the RAS Service to access unauthorized servers or networks is strictly prohibited and may result in the termination of RAS Services.
- C. Customer accepts sole accountability for all use of the RAS Service by Customer's Remote Clients.
- D. Customer acknowledges and accepts the right of IT to suspend RAS Service without prior notice upon detection, confirmation, or notification of any unauthorized access. If unauthorized access occurs, IT and customer will attempt to resolve security issues to the satisfaction of IT and customer. If no satisfactory resolution of security issues is identified, IT reserves the right to terminate RAS service to Customer or specific Remote Clients.
- E. Customer accepts that IT shall not be held responsible for any illegal or unauthorized actions of clients enabled by this RAS Service.
- F. Customer agrees to make all designated users of RAS aware of the Security Requirements contained in this section (Customer Security Requirements).
- G. Application Security - RAS customers understand that this agreement does not automatically grant access to resources accessible via the SCWAN or IGN. Such access to applications (i.e. CAD/RMS, WSP ACCESS), data, and other resources will require a separate understanding with the specific owners or administrators of those resources.

6. Availability Management

- A. IT will strive to make the service(s) defined in this SLA available 24 hours a day 7 days a week with the exception of scheduled maintenance periods (see Scheduled Maintenance, section below).
- B. IT technical and operational support staff monitor availability and performance of this service.

7. Scheduled Maintenance

- A. There will be no fixed maintenance outage period. Maintenance will be performed when necessary (hardware/software upgrades, software patches, faulty hardware replacement, etc.).

8. Security Management

- A. IT provides a security system infrastructure that protects its Customers from unauthorized external access to or broadcast on the Internet of the Customer's intellectual property, proprietary and confidential data.
- B. IT policy allows physical access to the Data Center by IT authorized personnel only.

9. Customer Contact List

Customer may update their contact information by submitting an email to the IT Help Desk.

10. IT Contact Information

IT Help Desk

(509) 477-6020

help@spokanecounty.org

11. Billing

Customers will be billed **annually** in November for the coming year based on the fees in Appendix A unless other terms are arranged. Invoices are due upon receipt. Failure to promptly remit will result in termination of access services. Billing for new accounts will be invoiced at setup and pro-rated accordingly.

12. Service Level Agreement Changes

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

13. Acceptance

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

Customer

Tom Trulove

Print Name



Signature

509-498-9209

Phone Number

Mayor

Title

November 29, 2017

Date

Billing Physical Address:

City of Cheney

609 2nd St

Cheney, WA 99004

Billing Email Address:

accounts payable @ city of cheney . org

For Spokane County Information Technology Department

PATRICK FERRELL

Print Name



Signature

ASST. DIRECTOR

Title

11-30-17

Date

Appendix A

Services/Fees

| Service Requested | Quantity | Setup Charge ea. | Cost per user (Annual) | Extended |
|--|----------|--|------------------------|----------|
| Secure Web Application Access NOTE* this charge replaces VPN/IGN billing | 1 | \$340 (waived for existing accounts - grandfathered in) | \$150 | \$150 |

User Account Information

"Screen print of existing users"

| | | | |
|-----------|-------------|-----------------|-----------------------------------|
| cheneywsp | WSP, Cheney | 10/12/2017 2:09 | Outside Agencies, VPN Users - WSP |
|-----------|-------------|-----------------|-----------------------------------|

Appendix B

Customer Technical POC

IT will use this contact to keep the Customer informed of any problems or changes that effect the delivery of services that are covered under this agreement.

Cathy MUNOZ

Name

(509) 498 - 9203

Phone

cmunoz@cityofcheney.wa.us

Email address