

# SERVICE LEVEL AGREEMENT (SLA) Virtual Private Network (VPN) Services

Name and Address of Customer: **City of Cheney, on behalf of its Municipal Court.**

City of Cheney  
609 2<sup>nd</sup> St  
Cheney, WA 99004

This SLA is entered into between *Spokane County Information Systems Department*, hereinafter referred to as ISD, and the City of Cheney, on behalf of its Municipal Court, hereinafter referred to as the Customer. The purpose of this agreement is to formally define the working relationship between ISD and organizations outside Spokane County government who want to connect to the Spokane County Wide Area Network for the purpose of conducting business with Spokane County or other agencies connected to the Spokane County Wide Area Network.

ISD provides services to eligible organizations that have signed this Service Level Agreement. A list of service offerings may be found in appendix A.

## 1. Definitions

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.

Intergovernmental Network (IGN) – The secure network shared only by Municipal, County and State Governments under management control of Washington State Department of Information Services.

Customer – A private organization, municipality, or other local government seeking general network connectivity with Spokane County.

VPN – (Virtual Private Network) - A private data network that makes use of the public telecommunication infrastructure, maintaining privacy through the use of tunneling protocols and security procedures.

## 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 ISD VPN Services

ISD will provide the following:

- VPN service to provide Customer's remote end users ("Remote Clients") encrypted tunnels through the public Internet to securely access private networks within the SCWAN.
- Tailored VPN Services that will restrict Remote Client access to only specified networks or servers as designated and authorized for the Customer.
- Initial setup assistance to each agency's authorized VPN Technical Contact.
- Telephone support during normal business hours (8-5 Monday through Friday)

ISD VPN Service *does not* support or provide the following:

- Support for Customer applications or systems.
- Management or troubleshooting of Customer applications.
- Management or troubleshooting of Customer network environment (i.e., firewalls, routers, servers, workstations, etc.).
- Remote Clients running non-Windows operating systems or clients running versions of Microsoft Windows older than XP.
- Remote Client hardware.
- Remote Client Internet access.
- Support for VPN installations outside of normal business hours (8-5 Monday through Friday) or on County holidays.

## CUSTOMER TECHNICAL REQUIREMENTS

### A. Hardware and Internet Access

- Customer is responsible for providing the necessary hardware at their end required to establish the VPN connection with Spokane County
- Remote Client workstation(s) must be running at least Windows XP.
- For LAN-to-LAN connections, a router or firewall capable of supporting an IPsec VPN tunnel using AES-256 Encryption with the Spokane County Cisco firewall.
- An internet connection.

### B. Customer VPN Technical Contact

Customer will designate a VPN technical resource (the "Customer VPN Technical Contact") authorized to execute the following responsibilities.

#### Support

- The Customer VPN Contact will be the "central point of contact" for the customer's remote client support.
- The Customer VPN Contact will be required to receive some initial training by ISD staff.
- The Customer VPN Contact will report all VPN Service problems to the ISD Help Desk at (509 477-6020).

### **Installation**

- ISD will provide telephone support for the initial setup, installation and configuration, in collaboration with the customer VPN Technical Contact.
- If the VPN connection cannot be established via telephone support, Customer may need to obtain onsite VPN technical support from third-party vendors to successfully complete the installation. Obtaining such support will be the sole responsibility of Customer.
- ISD will work with Customer VPN technical contact to configure the tunnel with the appropriate access to authorized networks and resources.

### **1. CUSTOMER SECURITY REQUIREMENTS**

- Customer agrees that all Remote Clients utilizing the VPN 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.
- Customer agrees to make all designated remote clients with Remote Client access aware of the Security Requirements contained in this section (Customer Security Requirements).
- Customer agrees that Remote Clients shall utilize the VPN Service to engage only authorized servers and networks. Any attempt to utilize the VPN Service to access unauthorized servers or networks is strictly prohibited and may result in the termination of VPN Services.
- Customer accepts sole accountability for all use of the VPN Service by Customer's Remote Clients.
- Customer acknowledges and accepts the right of ISD to suspend VPN Service without prior notice upon detection, confirmation, or notification of any unauthorized access. If unauthorized access occurs, ISD and customer will attempt to resolve security issues to the satisfaction of ISD and customer. If no satisfactory resolution of security issues is identified, ISD reserves the right to terminate VPN service to Customer or specific Remote Clients.
- Customer accepts that ISD shall not be held responsible for any illegal or unauthorized actions of clients enabled by this VPN Service.

### **2. Application Security**

- VPN 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 WebMS), data, and other resources will require a separate understanding with the specific owners or administrators of those resources.

### **3. AVAILABILITY MANAGEMENT**

- ISD 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).
- ISD support staff monitors the availability and performance of this service.

#### **4. SCHEDULED MAINTENANCE**

- There will be no fixed maintenance outage period. Maintenance will be performed when necessary (hardware and software upgrades, software patches, faulty hardware replacement, etc.).
- ISD will notify the Customer 24 hours in advance of any scheduled maintenance that will affect Customer's VPN service.

#### **5. PROBLEM MANAGEMENT**

- ISD provides automated event-driven problem management through use of monitoring tools.
- ISD provides customer notification of identified events that have or may have an adverse affect on service delivery to customers.
- ISD provides customer notification of failed processes.
- ISD provides seamless integration of processes that ensures customer problem resolution satisfaction by tracking, alerting, escalating and solving problems.

#### **6. SECURITY MANAGEMENT**

- ISD 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.
- ISD policy allows physical access to the Data Center by ISD authorized personnel only.
- ISD will secure the platform against known security risks. Any observed security breaches or suspicious activity would be reported to the Customer.
- ISD and the Customer will cooperate in efforts to maintain platform and network security.

#### **7. CUSTOMER CONTACT LIST**

Customer may update customer's contact information by submitting an updated the VPN Security Authorization Form (Appendix B).

#### **8. ISD CONTACTS**

ISD Help Desk

(509) 477-6020

help@spokanecounty.org

#### **9. SERVICE FEES**

Customers will be billed monthly based on the fees in Appendix A, attached.


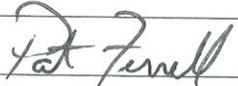
#### **10. SERVICE LEVEL AGREEMENT CHANGES**

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.

**11. 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.

This Agreement is effective on the last date set forth below.

Customer Name:	City of Cheney	Spokane County Information Systems
Street Address:	609 2 <sup>nd</sup> St	815 N. Jefferson St.
City, State, Zip	Cheney, WA 99004	Spokane, WA 99260
Name:	Tom Trulove	Patrick Ferrell
Title:	Mayor	Technical Services Manager
Signature:		
Date:	September 27, 2011	10-3-11

## Appendix A: Current Service Offerings and Fees

SERVICE	MONTHLY FEE (1 <sup>ST</sup> CONNECTION)	MONTHLY FEE (EACH ADDITIONAL CONNECTION)	SETUP FEE (EACH)	NOTES
VPN connection to County network	\$25	\$15	\$75	
Connection to Inter- Government al Network (IGN)*	No charge	No charge	No charge	Local government customers only
CAD/RMS*	No charge	No charge	\$260 onetime charge for Citrix License	Law Enforcement agencies only
Parcel Data Information System*	\$70	\$70	No charge	<b>WebPadal:</b> Assessor / Treasurer data with advanced parcel search capability <b>WebPlus:</b> Building Permit data with both parcel and permit search capability <b>SCIMAP/SCOUT:</b> Two GIS Map Viewers, offering extensive search capabilities, with access to Pictometry oblique and ortho photography

\*VPN connection to County network is required for all service offerings.

**Appendix B: VPN Security Authorization Form**

Customer VPN Service Contacts

ISD will use the Technical contact to keep the Customer informed of any problems or changes that affect the delivery of services that are covered under this agreement. ISD will send invoices to the billing address/contact.

Technical Contact:

Name : Jared Hutton

Telephone: (509) 498-9337

E-mail: jhutton@cityofcheney.org

Billing Contact

Name: Terri Cooper, Administrator

Cheney Municipal Court

Address: 611 2<sup>nd</sup> St

Cheney, WA 99004

Telephone: (509) 498- 9232

E-Mail: tcooper@cityofcheney.org

**APPROVED BY (ISD):**

*J.F. Ferrell*  
SIGNATURE

*J.F. Ferrell*  
NAME

*TECHNICAL SERVICES MGR.*  
TITLE

*10-3-11*  
DATE