

**SERVICE AGREEMENT**  
**Between**  
**The Maryland Department of Information Technology**  
**and User Entity**  
**For**  
**Client Services - End User Services**

This Service Agreement forms a part of the Memorandum of Understanding between the Maryland Department of Information Technology (“DoIT”) and the Served Customer. The parties agree as follows:

**I. SERVICE DESCRIPTION - END USER SUPPORT SERVICES**

The Maryland Department of Information Technology (DoIT) Client Services End User Support teams provide reliable and scalable Service Desk (24/7/365), Desktop Support, Desktop Engineering, and IT Asset Management (ITAM) services. Customers who subscribe to this service will receive service desk, desktop support resources (people, processes and technology) to respond to and assist with user requests, as well as endpoint management and IT asset management services. IT asset management services may include discounted and competitive pricing on end user hardware and a 5-year refresh cycle of desktop, laptop, and tablet hardware. Endpoint management services include patching and updating end user computing endpoints with relevant and pertinent security updates and patches, anti-virus, and endpoint security. Customers are provided with incident and service request ticket lifecycle management including, but not limited to, recording (documenting), tracking, escalating, triaging, troubleshooting, and resolving reported issues and service requests. Customers are provided with incident management for resolving and tracking user issues; problem management for managing problem investigations from detection to mitigation and/or resolution; change management for tracking scheduled and planned changes and events; and service level management for tracking service level commitments.

**A. Standard Service:**

The following components are included with the standard service:

1. Access to the DoIT self-service portal which allows customers to submit support requests and view their requests.
2. Tier 1 support through 24/7/365 DoIT Service Desk.

3. Tier 2 Desktop Support (virtual, remote support) through DoIT Desktop Support.
4. Tier 3 support (virtual, remote support) through DoIT Desktop Engineering and DoIT ITAM.
5. Service Delivery managers to interface with staff.
6. Quarterly Key Performance Indicator (KPI) reports.
7. Standard, security hardened, Operating System (OS) Gold image creation and deployment.
8. Operating System (OS) upgrades and update services for DoIT approved endpoint operating systems.
9. Standard software licensing including for operating systems, endpoint management (patching and security updates), and endpoint hard drive encryption.
10. Patching services to include Microsoft Windows OS critical and recommended as well as other DoIT approved standard software.
11. Remote support capabilities utilized where possible to facilitate quicker response and resolution times.
12. Hardware and software asset management.
13. Network password reset self-service.
14. License Compliance.
15. Support for audit related efforts in the areas of end user support policies, procedures, endpoint management attributes such as volume and number of managed computers, full disk encryption, endpoint attributes, and last logged in user from DoIT standardized endpoint management platforms.
16. Full disk encryption of Windows OS laptops, tablets, and desktops.
17. Major Incident and Service Request management.
18. Installation and configuration of DoIT approved hardware and software.
19. User onboarding, transfer, and off-boarding services (moves, adds, and changes).
20. Mobile device management and support for State issued mobile devices.
21. Security and support of standard and approved hardware and software eligible for vendor support and best effort support for end of life hardware and software.
22. Meet response times associated with the priority assigned to individual incidents and service requests.
23. Appropriately notify users of all scheduled maintenance via Service Desk notifications.

## B. *Service Exclusions:*

The following elements are excluded from the standard service offering:

1. End user support and service for personally owned devices.
2. Computers running an unsupported, unapproved, and non-standard OS.

3. Non-standard hardware and software break/fixes. These incidents will not be covered by standard SLAs although DoIT staff will make their best effort to resolve these issues. Additional charges may apply if third parties must be involved to troubleshoot.
4. A computer that cannot be accessed due to either non-SWIGI IP address or inability to access the user's domain.
5. Customer applications and software that are not approved for use by DoIT, and that have not been reviewed and assessed for risk by DoIT.
6. Network printer and multifunction network printer maintenance, with support limited to printer connectivity, configuration (network, scanning, scan to email).

### *c. Optional Services*

Auxiliary services may be available upon request from the User Entity for an additional cost. These costs are not included in the budgeted services that DoIT provides and shall be the responsibility of the requesting agency. For any work requested in this area, DoIT will not be able to proceed until fully funded by the requester through a funds certification document.

The following services are add-ons that may be requested. Costs for these items are variable and will be clearly defined and agreed to before moving forward with the request.

1. Full Time On-Site Dedicated Desktop Support Staff

## **II. SERVICE DESCRIPTION - END USER HARDWARE SERVICES**

The Maryland Department of Information Technology (DoIT) End User Hardware Service provides standard computing hardware equipment. Customers subscribing to this service must also subscribe to DoIT End User Support Services. The prices for our hardware service are based on a 5-year refresh cycle of laptops, desktops, and tablets. Actual hardware decisions will be made by DoIT based on the demonstrated business needs of the users.

### *A. Standard Service:*

The following components are included with the standard service:

1. Assistance with DoIT approved computer, monitor and peripheral purchases and set-up.
2. Standardization of hardware to meet unique customer business requirements.
3. New hardware configured to include the following software/applications when shipped. Annual licensing costs apply to items identified with an

asterisk (\*). This list of standard applications are subject to change.

- Core Microsoft Windows Operating System With Software Assurance (SA)
  - Trellix Endpoint Encryption (\*)
  - Tanium Endpoint Systems Management (\*)
  - Google Chrome
  - Adobe Reader
  - PrinterLogic
4. DoIT approved and supported laptop, desktop, and Windows tablet hardware refreshed on a five year life cycle.
  5. Hardware refresh will consist of a single device per user:
    - The initial, default configuration will consist of a laptop, docking station and single monitor to support the State's telework policy.
    - At the time of refresh, only the single endpoint device (laptop, tablet, or desktop) will be refreshed per the DoIT refresh cycle. Laptop docking stations and monitors may be replaced at the time of refresh only if determined by DoIT to be necessary.
    - Desktops will only be authorized for limited use cases.
    - Multiple devices will only be permitted for users with official ADA documentation or if specifically approved by the Agency's Secretary (no delegates).
  6. Timing of hardware refresh will be at DoIT's discretion.
  7. Hardware asset logistics and inventory storage.

## B. *Service Exclusions:*

The following elements are excluded from the standard service offering:

1. Scanners, cameras, credit card readers, faxes and other non-standard peripheral devices.
2. Computers with requirements for non-supported operating systems, software, or configurations.
3. Computers for non-state (personal) use.
4. Any printer related mechanical issues not able to be resolved by DoIT staff (fuser, broken parts, toners, drum kits, roller kits, sheet feeder, output tray, printer head, printer cartridge, printer interface, connectivity ports).

### c. *Optional Services*

Auxiliary services may be available upon request from the User Entity for an additional cost. These costs are not included in the budgeted services that DoIT provides and shall be the responsibility of the requesting agency. For any work requested in this area, DoIT will not be able to proceed until fully funded by the requester through a signed and approved statement of work document.

## III. SERVICE DEPENDENCIES

To ensure the service described herein is delivered consistently and in accordance with state standards, the following requirements must be met:

- DoIT Services:**
- Subscribe to networkMaryland services
  - Subscribe to End User Services
  - Adhere to rate and payment schedules for DoIT Services
  - Ensure users are running DoIT approved and supported, non-legacy systems and/or software.
- Technical:**
- Access to DoIT approved end user hardware either in-person or via remote assistance tools.
  - Proof of license and/or installation media when requesting software installation, if required.
  - Application/Software layer security, support, and maintenance.
  - Database support and maintenance.
- Non-Technical:**
- Provide 24 x 7 x 365 points of contact (3) for coordinating outages, emergency maintenance/restoration (with appropriate application access to provide technical assistance), and change management

## IV. RESPONSIBILITY MODEL

The following contains a non-exhaustive list that describes the responsibilities for both DoIT and the customer and may be updated periodically. Updates will be considered effective 14 calendar days from the posting date of the new service agreement.

### A. *DoIT Responsibilities for User Entity (Enterprise)*

DoIT shall be responsible for the following activities in coordination with the User Entity receiving DoIT enterprise managed services:

1. Tier 1 Service Desk Support: 24x7x365.
2. Desktop Support [virtual, remote, and in-person (where applicable)]: M-F, 8am-5pm.
3. Hardware installation, setup, and maintenance.
4. Software installation and setup support for DoIT approved software and applications.
5. End user support and setup in areas of equipment, connectivity, interoperability, compatibility.
6. Endpoint Operating System (OS) installation and Gold Image.
7. Endpoint Operating System (OS) security updates.
8. Tanium managed application patching and updates.
9. Endpoint (desktops, laptops, tablets) refresh.
10. DoIT managed user account support.
11. IT asset inventory management.
12. Pricing and quotes for DoIT managed hardware and software.
13. Client Services consulting services.
14. Software risk assessment.
15. Endpoint security vulnerability remediation support.
16. Outage notifications.

#### B. *DoIT Responsibilities for User Entity (Non-Enterprise)*

DoIT shall be responsible for the following activities in coordination with the User Entity for which DoIT does not provide enterprise managed services:

1. Client Services consultation services
2. Review specifications of end user hardware and software via DoIT Intake process.
3. Soft transfer of support requests to help desk, where applicable

#### C. *User Entity Responsibilities*

The User Entity shall be responsible for the following activities:

1. User responsibilities in support of this agreement include:
  - a) Adherence to DoIT policies which include, but are not limited to:
    - Intake Process
    - IT Support for Telework
    - Prohibited Technologies
    - Desktop/Laptop Policy
    - IT Security Manual
    - Maryland Digital Accessibility Policy
    - IT Security Policy
    - Data Classification Policy
    - AI Governance
    - State Information Technology Foreign Travel Policy
    - Digital Accessibility
    - Password Managers and Use

2. Utilize standard contact methods for incident and service request reporting such as via phone, email, and ServiceNow Self Service Portal.
3. Provide software customization documentation.
4. Software and application support and maintenance contracts through the software vendor for non-DOIT managed software and applications.
5. Provide feedback requested by technicians through the ServiceNow ticketing process by replying to email when additional information is requested.
6. Provide accurate and complete information relative to all issues, including any error messages.
7. Be available to End User Support technicians during the resolution of a service-related incident or request. Read all closure notes generated by the ServiceNow ticketing process and call the Service Desk as soon as possible if the issue or request has not been successfully completed and resolved.
8. Submit requests for approval of use of non-standard/agency proprietary software and hardware.
9. Purchase of non-DoIT managed software, applications, and hardware via the customer's agency procurement channels once a validated business need has been approved via the DoIT intake process.
10. Office furniture setup and furniture configuration.
11. Installation, wall mounting, and assembly of audio-visual equipment and carts.
12. Destruction of hard drives extracted from non-DoIT purchased laptops, desktops, and tablets.

## V. SERVICE LEVEL AGREEMENTS (SLA's)

### A. *Availability*

Service availability includes the duration of time the service is operational during a calendar month and the level at which the service functions. The table below further outlines DoIT's service targets.

Category	Measure
Availability	99% uptime
Capacity	99% uptime
Reliability	99% uptime

### B. *Maintenance*

DoIT may modify the service without degrading its functionality or security features.

1. Scheduled Maintenance

Regular maintenance must be performed to maintain availability and reliability standards and includes replacing hardware, upgrading software, applying patches, and implementing bug fixes.

- a) Scheduled maintenance may be performed outside of normal business hours (8 pm - 6 am Monday - Friday; weekends and holidays)
- b) The customer will be notified no less than five (5) business days prior to the scheduled activity.

2. Unplanned Maintenance

- a) DoIT will attempt to notify the User Entity of any unplanned maintenance activities no less than two (2) hours prior to commencement.
  - o Note: Emergency activities requiring immediate remediation may not allow ample time for notification.
- b) Within 1 business day [i.e., twenty-four (24) hours] after the completion of unplanned maintenance activity, the User Entity will be notified.

### c. *Service Delivery*

DoIT will deliver the requested services to the customer in a timely manner according to the following standards.

Category	Measure
Initial Ticket Response and Customer Contact	<ul style="list-style-type: none"> <li>● Priority 1: SLA: 95% Resolved w/in 24-HRS, Response time within 2 hours</li> <li>● Priority 2: SLA: 90% Resolved w/in 2-Business Days, Response time within 4 hours</li> <li>● Priority 3: SLA: 85% Resolved w/in 5-Business Days, Response time within 2-Business Days</li> <li>● Priority 4: SLA: 85% Resolved w/in 7-Business Days, Response time within 4-Business Days</li> </ul>
Service Desk Automated Call Distribution (ACD) & Email Inquiry SLA	<ul style="list-style-type: none"> <li>● Average Speed of Answer:               <ul style="list-style-type: none"> <li>○ 90% answered =&lt; 45 seconds</li> <li>○ 90% answered =&lt; 120 seconds</li> </ul> </li> <li>● Average Call Abandonment Rate: =&lt;6% of total calls offered</li> <li>● Initial Incident Response: =&lt; 5 minutes 90% of the time</li> <li>● Initial Incident Publication: Incidents: Initial Publication: =&lt; 30 minutes 90% of the time</li> <li>● Tier 1 Transfer (Priorities 1) – Incidents: =&lt; 30 min 90% of the time</li> <li>● Tier 1 Transfer (Priority 2 thru 4) – Incidents: =&lt; 60 min 90% of the time</li> <li>● Email inquiry Response: =&lt; 30 minutes 90% of the time</li> </ul>

## VI. SUPPORT AND SERVICE MANAGEMENT

### A. *Support*

DoIT will provide support via telephone, email, or in-person according to the SLA's outlined above.

1. The DoIT Service Desk is available twenty-four (24) hours a day, seven (7) days a week, three hundred and sixty five (365) days to provide Tier 1 telephone support.
2. Tier 2 Desktop Support will be provided during regular business hours

(8 am - 5 pm) Monday thru Friday, excluding state holidays and state closings.

3. Tier 3 support from other DoIT service group support teams will be provided as needed to address and respond to escalations as needed.
4. DoIT will serve as the primary support provider of the service outlined herein except when third-party vendors are employed.

## B. *Incident Management*

Incidents reported to the DoIT Service Desk will be triaged and managed based on priority as follows:

Priority (P)	Description	Response Time	Target Resolution
Priority 1:Critical Impact 1: Critical Urgency 1: High	<p>An incident that results in a total cessation of service across the User Entity. Involves the loss of a critical business service or function</p> <ul style="list-style-type: none"> <li>● The impact is statewide or affecting a public facing/revenue generating service on a widespread level.</li> <li>● Multiple public safety and critical citizen systems/applications are impacted</li> <li>● The disruption could result in regulatory, security, or reputational impact</li> </ul>	2 Hours	24 hours
Priority 2: High Impact 2: High Urgency 1: High	<p>An incident that results in a partial cessation or disruption of service, administrative access issues, or loss of other essential business functions.</p> <ul style="list-style-type: none"> <li>● An issue is affecting a business component that isn't critical but is resulting in a disruption of the business service.</li> <li>● Users are unable to perform normal business operations, and a workaround is not available.</li> <li>● The issue can impact multiple agencies or a subset of multiple users</li> <li>● The issue is affecting a high-level Executive.</li> </ul>	4 hours	2 business days

Priority (P)	Description	Response Time	Target Resolution
Priority 3: Moderate Impact 3: Normal Urgency 1: High	Disruption of service for non-essential functionality, service questions, and administrative requests such as account creation, deletion, and changes. The impact causes a work stoppage for a single user - a work around is not available <ul style="list-style-type: none"> <li>● A single user is not able to complete a time sensitive critical task</li> <li>● The user is marked as a VIP</li> </ul>	2 business days	5 business days
Priority 4: Normal Impact 3: Normal Urgency 2: Medium	Minimal impact on business operations and can be resolved without significant disruption. A minor cosmetic issue on a non-critical webpage could be an example. <ul style="list-style-type: none"> <li>● An incident has impaired the user's ability to perform their normal business operations but a work around is available</li> <li>● An issue is affecting a single user that is not business critical or time sensitive</li> </ul>	4 business days	7 business days
*Note: At times, it may be necessary to contact a vendor for assistance, thereby lengthening response times.			

### c. Request Management

Requests to move, add, or change service shall be handled as follows:

#### 1. New Service(s)

Entities seeking to utilize the service or deploy optional services outlined herein must:

- a) Submit a request via email to [doit.intake@maryland.gov](mailto:doit.intake@maryland.gov) explaining the business needs or challenges.
  - DoIT will evaluate the request to ensure that the service meets the entity's business needs.

#### 2. Service Modifications

To increase, decrease, or alter existing service, the User Entity must:

- a) Submit a request via email to [doit.intake@maryland.gov](mailto:doit.intake@maryland.gov)
  - Service modifications include increasing or decreasing the quantity of units, relocation of service, adding new services, consulting services, or changes in scope and business requirements.

- DoIT will log the request and assign it to the appropriate team for fulfillment.
- Requests that involve increases to costs will result in billing changes to the agencies which will require a Statement of Work and fund certification to make the change.

#### D. *Outages*

DoIT will notify the User Entity via email of any outages or service degradation resulting from maintenance, fault isolation, or other disruptions.

#### E. *Support and Service Management Exclusions:*

While DoIT strives to tailor support and maintenance activities to match the customer's mission, there may be limitations that hinder our ability to satisfy changing business needs. As such, support and service management activities do not include:

1. Development, customization, and management of customer applications.
2. Repairs or services for the customer's third-party technologies.
3. Spearheading User Entity initiatives.
4. Project management.
5. Support for non-standard service offerings.

## VII. COSTS FOR SERVICE

DoIT provides this service via a shared service model, which allows the state to recognize reduced pricing based on economies of scale.

- A. The User Entity charges budgeted for the current fiscal year are outlined in the DoIT Shared Services Annual Invoice.

1. The unit of measure for which charges are derived for this service is as follows:

<b>Service Description</b>	<b>Service Identifier</b>	<b>Product Name</b>	<b>Unit of measurement</b>
End User Support Services - Service Desk, Desktop Support (Virtual), Desktop Engineering	Client Services - End User Support Services	End User Support Services	Per Device
Full Time On-Site Dedicated Desktop Support Staff	Client Services - End User Support Services	Full Time On-Site Dedicated Desktop Support Staff	Per Resource, Per Agency
Microsoft Office 365	Client Services - Software Licensing	Microsoft Office 365	Per User
Microsoft Project	Client Services - Software Licensing	Microsoft Project	Per License
Microsoft Visio	Client Services - Software Licensing	Microsoft Visio	Per License
Trellix Endpoint Encryption	Client Services - Software Licensing	Trellix Endpoint Encryption	Per Device
Tanium Endpoint Management	Client Services - Software Licensing	Tanium Endpoint Management	Per Device
PrinterLogic - Cloud Based Print Queue	Client Services - Software Licensing	PrinterLogic	Per Agency
End User Hardware	Client Services - Hardware Licensing	End User Hardware (Laptops, Desktops, Tablets, Docking Stations, Monitors)	Per Device

2. Reference the current fiscal year Rate Sheet for additional information
  3. Beginning in FY26, DoIT has changed the method of accounting for hardware tech refresh funds to more accurately reflect the actual delivery of these services which more efficiently spends tax dollars on the right equipment at the right time. In previous years, these line items were broken out by type of workstation or specific equipment,, i.e. laptop, desktop, monitor, or docking station. Since the state does not replace all these items on the same life cycle timelines, this led to confusion from supported agencies and during audits. This new line item will consolidate all costs associated with the tech refresh process including the hardware itself, storage and transport costs, and associated manpower. The total amount will be based on annual device counts and calculated to cover the variable refresh timelines. For FY26, this refresh is projected to replace workstations (laptops, desktops, tablets) on a 5 year cycle. This means the agency will receive one-fifth ( $\frac{1}{5}$ ) of the total End User Hardware count annually, rather than the full amount listed. The total count serves solely as the basis for rate determination.
- B. All services delivered by DoIT under this agreement are done so on a 100% reimbursable model and therefore costs will be evaluated and adjusted annually to account for fluctuations in the number of shared services used and the underlying costs to deliver that service.

## VIII. TERMINATION OF SERVICE

This service will automatically be renewed unless the customer and DoIT mutually agree in writing to adjust or discontinue.

- A. The customer must provide ninety (90) days advance written notice to terminate services. Due to the nature of the state financial system budgeting for IT services, terminations will only be effective at the end of the fiscal year following the conclusion of the ninety (90) day notice period.

## IX. WARRANTY, LIMITATIONS, AND EXCLUSIONS

- A. End user managed laptops, desktops, and tablets are projected to refresh on a five (5) year life cycle. Timing of hardware refresh will be at DoIT's discretion. Additional hardware refresh of peripherals will vary depending on age and continued usability.
- B. Best effort support for printers to include replacing ink cartridges, toner, troubleshooting connectivity, printing issues, and printer management. Agencies should ensure that a contract for network printer maintenance is purchased with a third party vendor for issues that need escalation.
- C. After hours and on-call Virtual and/or in-person Desktop Support and Desktop Engineering support is not available, unless specifically requested by the customer, and agreed upon by DoIT. Full scope of support and any

associated costs for after hours support must be mutually agreed upon by the customer and DoIT.