



Defense Information Systems Agency
A Combat Support Agency

Service Level Agreement

between

**Defense Information Systems Agency
Enterprise Services Directorate**

and

Joint Staff (JS) J1 Directorate

**SLA Number:
682-DoD-GSC**

**SLA Effective Date:
01 October 2011**



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APPENDIX A. - POINTS OF CONTACT A-1

1.0 SERVICE LEVEL AGREEMENT

This Agreement is between the Defense Information Systems Agency Enterprise Services Directorate (DISA ESD) and Joint Staff (JS) J1 Directorate.

- a. This Agreement is in effect as of 10 October 2011. The Partner and DISA ESD shall review the Agreement at least annually to determine if any modifications or amendments are needed to reflect the Partner's support requirements and DISA ESD's furnished services.
- b. The purpose of this Agreement is to document the services that DISA ESD shall furnish to the Partner. DISA ESD shall deliver the services set forth in this document. The Partner shall pay for the services covered by this Agreement in accordance with billing and payment terms incorporated in the referenced [Terms and Conditions](#) document.
- c. Both parties understand that DISA ESD retains sole discretion and control regarding the operation, internal operating documents, and allocation of the aggregate Federal Information Processing Standards (FIPS) capacity at its disposal, including the capacity covered by this Agreement. DISA ESD agrees to allocate sufficient capacity to meet the processing requirements of the Partner.

1.1 SERVICES MATRIX

This table identifies the applications covered by this SLA. All information being requested must be provided.

Application Name	ASC	Id/DSD/BAN	MAC	Confidentiality Level	*C/A exp. date	IBM	z/Linux	Unisys	Storage	Server	Other	Server COOP
eJMPS	EJM	GSCEJM	III	S	05/01/12				X	X	X	X

(Confidentiality levels are limited to **P**-Public, **S**-Sensitive, or **C**-Classified only)

1.2 INFORMATION ASSURANCE CONTROLS

*If Certification and Accreditation are not available, are not finalized, or are expired, refer to the [Terms and Conditions](#) document for further discussion and direction. To view the Inherited, Negotiated/Shared and Programmed owned information affiliated with the application(s) above, please refer to the appropriate MAC Level Checklist provided at the link(s) below:

[MAC III Confidentiality Level Sensitive IA Controls](#)

The Service Level Performance Standards/Metrics related to these services are discussed in the [Service Catalog](#).

2.0 IBM MAINFRAME PROCESSING

For a description of IBM mainframe services refer to the [Service Catalog](#).

2.1 IBM MAINFRAME RATE-BASED PROCESSING

This table identifies all Partner applications being supported by IBM mainframe rate-based billing.

Application Name	ASC	Id/DSD	Application Name	ASC	Id/DSD
Not Applicable					

2.1.1 IBM MAINFRAME RATE-BASED PROCESSING z/Linux

This table identifies all customer applications being supported by IBM mainframe z/Linux rate-based billing.

Application Name	ASC	Id/DSD	Application Name	ASC	Id/DSD
Not Applicable					

2.2 IBM MAINFRAME REIMBURSABLE SERVICES

This table identifies applications with associated reimbursable services.

Application Name	ASC	App Support	DB Admin	Software	Other Service(s)
Not Applicable					

ADDITIONAL COMMENTS

3.0 UNISYS MAINFRAME PROCESSING

For a description of Unisys mainframe services refer to the [Service Catalog](#).

3.1 UNISYS MAINFRAME RATE-BASED PROCESSING

This table identifies all Partner applications being supported by Unisys mainframe rate-based billing.

Application Name	ASC	Id/DSD	Application Name	ASC	Id/DSD
Not Applicable					

3.2 UNISYS MAINFRAME REIMBURSABLE SERVICES

This table identifies applications with associated reimbursable services.

Application Name	ASC	App Support	DB Admin	Software	Other Service(s)
Not Applicable					

ADDITIONAL COMMENTS

4.0 STORAGE

For a description of Storage services refer to [Service Catalog](#).

4.1 STORAGE – IBM/UNISYS MAINFRAME RATE-BASED

All elements of IBM and UNISYS storage are included in the corresponding mainframe storage rate.

4.2 STORAGE - SERVER RATE-BASED

The tables below displays z/Linux IBM applications and their associated storage capacity requirements.

Application Name	ASC	Basic Local (L1)	Operational Local (L2)	HA Local (L3)	Non-Disrup Local (L4)
Not Applicable					

Application Name	ASC	Basic Remote (R1)	Operational Remote (R2)	HA Remote (R3)	Non-Disrup Remote (R4)
Not Applicable					

The table below displays Server applications with rate-based Storage services for the LOCAL production environment.

Application Name	ASC	Basic Local (L1)	Operational Local (L2)	HA Local (L3)	Non-Disrup Local (L4)
eJMAPS	EJM	X			

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The table below displays Server applications with rate-based Storage services for the COOP production environment. For valid storage and server combinations for COOP see Section 7.0 and/or the [Service Catalog](#).

Application Name	ASC	Basic Remote (R1)	Operational Remote (R2)	HA Remote (R3)	Non-Disrup Remote (R4)
eJMAPS	EJM	X			

4.3 STORAGE REIMBURSABLE SERVICES

This table identifies applications with associated reimbursable services.

Application Name	ASC	Other Storage Service(s)
Not Applicable		

ADDITIONAL COMMENTS

5.0 SERVER PROCESSING

5.1 SERVER RATE-BASED PROCESSING – WINDOWS

Rate-Based Services Provided: The following services are provided as described in the [Service Catalog](#).

Application Name	ASC	Basic	Hardware Services	Application Support	DBA	Database Software	24 X 7 SA	24 X 7 App Support	24 X 7 DBA
eJMAPS	EJM	X	X		X	X			

5.2 SERVER RATE-BASED PROCESSING – UNIX

Rate-Based Services Provided: The following services are provided as described in the [Service Catalog](#).

Application Name	ASC	Basic	Hardware Services	Application Support	DBA	Database Software	24 X 7 SA	24 X 7 App Support	24 X 7 DBA
Not Applicable									

5.3 SERVER REIMBURSABLE SERVICES

This table identifies applications with associated reimbursable services.

Application Name	ASC	App Support	DB Admin	Software	Other Service(s)
Not Applicable					

ADDITIONAL COMMENTS

DISA ESD is providing DB Administration security only support. In addition to the services listed above, DISA ESD is also providing Web Administration support.

6.0 OTHER SERVICES

6.1 OTHER SERVICES (RATE BASED PROCESSING)

This table identifies applications with associated rate-based services listed in the [Service Catalog](#).

Application Name	ASC	RACE	Communication Services	Web Services	Data Base as a Service	Content Delivery Services	System Design and Integration Support	ATAAPS	Customer Management Service	Oracle Enterprise Manager Grid Control	SyNAPS
eJMAPS	EJM								X		

6.2 OTHER RATE BASED SERVICES

This table identifies other rate based processing services that may be available; these services must be negotiated with your Partner Account Representative.

Application Name	ASC	Other Rate Based Service(s)
Not Applicable		

6.3 OTHER REIMBURSABLE SERVICES

This table identifies applications with associated reimbursable services.

Application Name	ASC	Other Service(s)
Not Applicable		

ADDITIONAL COMMENTS

7.0 SERVICE CONTINUITY (COOP)

Minimum IT Service Continuity requirements are mandated by DoDI 8500.2 and are based on application Mission Assurance Category (MAC) levels as determined by the Partner. DISA ESD provides Service Continuity protection through the combination of Storage and Processor selections along with the development of recovery procedures included in a site-specific Business Continuity Plan (BCP). For Partners who contract with DISA ESD to provide Service Continuity, exercises of that capability can be conducted. Exercises may result in a charge to the Partner and that charge will be negotiated based on the unique requirements of the exercise being requested.

For Partners with mixed-platform applications (applications supported with both mainframe and server platforms): Special consideration must be given to those systems which feed data into, or receive data from, mainframe applications. Mainframe applications are part of the ESD COOP program by default; it is possible that an application with a multi-platform support situation may inadvertently leave a critical server component unprotected if server COOP is not also purchased and/or accounted for as part of the overall contingency capability.

For additional information regarding Service Continuity offerings refer to the [Service Catalog](#).

7.1 COOP – IBM MAINFRAME

All IBM mainframe workload is included in the Service Continuity/COOP program. This protection is included as a standard service and is reimbursed through the associated Storage rates.

7.2 COOP – z/Linux

All z/Linux workload is included in the Service Continuity/COOP program for processor and has a default storage combination which includes data replication. This protection is included as a standard service and is reimbursed through the associated Storage rates.

7.3 COOP – UNISYS

All Unisys workload is included in the Service Continuity/COOP program. This protection is included as a standard service and is reimbursed through the associated Storage rates.

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7.4 COOP - SERVER

The table below displays Server applications with selected Service Continuity/COOP offerings. Server COOP solutions require a storage component, a processor component and a documentation component. For a definition and description of the various entries refer to the [Service Catalog](#).

Application Name	ASC	RRC 1	RRC 2	RRC 3	RRC 4	Customized Fail-over	T & D Solution	No DISA-provided COOP
eJMAPS	EJM	X						

For “Customized Fail-over” or “Test & Development (T&D) Solution” entries, please include a description of the requirements and the associated DISA ESD acceptance and reimbursement documentation in Additional Comments below.

ADDITIONAL COMMENTS

8.0 ADDITIONAL RESPONSIBILITIES

Standard responsibilities are described in the [Terms and Conditions](#) document. The following sections are provided for listing any/all additional DISA ESD or Partner responsibilities.

8.1 ADDITIONAL DISA ESD RESPONSIBILITIES

DISA ESD will maintain VMS for the operating environments including all Windows 2008 and ORACLE Management Packs.

8.2 ADDITIONAL PARTNER RESPONSIBILITIES

The Partner will be responsible for VMS entries on the ORACLE RDBMS and PeopleTools/PeopleSoft.

8.3 ADDITIONAL JOINT DISA ESD/PARTNER RESPONSIBILITIES

Not Applicable

9.0 EXECUTION

The official signatures affixed below reflect understanding and indicates approval to the requirements and terms and conditions of this Agreement by the indicated parties. This SLA is in effect as of 01 October 2011.

For the Partner: (Program Authorizing Official)

Organization Name: Joint Staff (JS) J1 Directorate

By: _____ Date: _____

Mr. Robert Ford

Title: JCS J1, Chief, Manpower and Personnel Systems Branch

(Optional)

For the Partner: (Financial Authorizing Official)

Organization Name: Joint Staff (JS) J1 Directorate

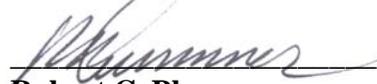
By: _____ Date: _____

Mr. Dennis Savage

Title: JCS Comptroller

For the DISA CD2: (Customer Management Division)

Organization Name: DISA Enterprise Services Directorate

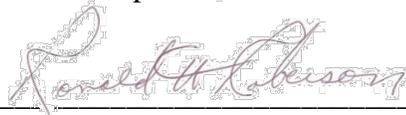
By:  _____ Date: 14 February 2012

Robert C. Plummer

Title: Customer Management Executive for CD24

For the DISA CD27: (Service Level Agreement Authorizing Official)

Organization Name: DISA Enterprise Services Directorate

By:  _____ Date: 13 February 2012

Ronald H. Roberson

Title: Service Level Management