

SERVICE LEVEL AGREEMENT

Between

The Department of Information Technology and

User Agency

For

Email & Collaboration

This Service Level Agreement forms a part of the Memorandum of Understanding between the New Mexico Department of Information Technology (“DoIT”) and user agency (“Customer”).

1 Services Overview

The New Mexico Department of Information Technology (DoIT) provides Microsoft Digital Workspace (MSDW) – a comprehensive suite of communication, productivity, and security tools in the Microsoft 365 (M365) product offerings. The MSDW suite provides email, collaboration, and other enterprise-class features. The suite also allows a single identity for the State of New Mexico to create a seamless feature-rich user experience with robust security controls.

The major software and service offerings of MSDW include email services (Outlook); audio/video conferencing, chat, and share files (Teams); directory and identity services; database and application support (SharePoint); user file storage (OneDrive); device management (Intune); Office applications; authentication and security elements (Multifactor Authentication (MFA), antivirus threat protection).

Services Covered

Mail:

- Ability to create shared/delegated email accounts
- Standard naming convention: firstname.lastname@agcy.nm.gov, where “agcy” is the standard agreed acronym for a given agency
 - When there are duplicate names, middle initials or numbers may be used to differentiate the email address
 - Periods (.) are to be used between prefix identifiers that are used before @agcy.nm.gov

- Contractor accounts should follow `firstname.lastname.contractor@agcy.nm.gov`
- Ability to send and receive email up to 50 MB (email + attachment)
- User recovery of deleted email items for 30 days
- Virus and spam protection for all inbound and outbound messages
- Compatibility to send and receive encrypted emails
- Maximum number of 500 recipients per email
- External sending limitation of 2,500 emails per account in a 24-hour period
- Internal sending limitation of 10,000 emails per account in a 24-hour period

Calendar Resources:

- Ability to create shared/delegated calendars
- Ability to view, update, and share employee calendars as well as schedule meetings
- Opportunity to create resource calendars for meeting rooms and shared equipment, etc.
- Access to view and reserve selected conference rooms

Groups/Distributions Lists:

- Automatically added to a Global Address List
- User created mailing group or administratively created mail distribution lists

File Storage:

- Use of OneDrive storage - detailed below in MSDW License Types and Features section

Microsoft Teams:

- Collaborative workgroups with chat and file storage capabilities which are known as a 'Team.'
- Voice and video meetings with up to 1,000 people per meeting
- Broadcasting Team live events via a Question and Answer experience for up to 20,000 internal users

Miscellaneous:

- Recovered deleted items are retained for 30 days
- Upon termination, the license is returned for reassignment and the employee's mailbox content is retained for 30 days
- Interactive training available within the O365 Platform

Management of MSDW accounts:

- DoIT shall provide a central management tool to agencies for administration of MSDW accounts.

MSDW License Types and Features:

Basic License:

- State of NM Address (agcy.nm.gov)
- Global Address List (Users, external contacts, and distribution lists)
- Limited/Online only access to Office Suite applications
- 2GB mailbox storage; unlimited archive
- File storage (2GB of OneDrive storage for user files)
- Video Conferencing (MS Teams with audio/video/web conferencing and phone dial-in)
- Email message size up to 50 MB (including attachments)
- User recovery of deleted items for 30 days

Advanced License:

- State of New Mexico Address (agency.nm.gov)
- Global Address List (Users, external contacts, and distribution lists)
- 100GB mailbox storage; unlimited archive
- Email message size up to 50 MB (including attachments)
- File storage (5TB of OneDrive storage for user files)
- SharePoint Online
- Local Office Suite applications with ability to install on up to five PC's/Macs, five tablets, and five smartphones
- Video Conferencing (MS Teams with audio/video/web conferencing and phone dial-in)
- Intune Device Management with remote deployment, anywhere security awareness
- Microsoft Defender for Endpoint (desktop Antivirus)
- Advanced Threat Protection Plan 2
- Windows 10 Enterprise Device Operating System Licensing
- Microsoft Endpoint Manager Licenses
- Multifactor Authentication services
- User recovery of deleted items for 30 days

2 Parties Responsibilities

2.1 DoIT's Responsibilities:

DoIT shall:

- Manage Microsoft contract administration and ensure license availability.
- Notify customers of any changes or modifications to the current system.
- Provide training to an agency when requested.
- Notify customers of any service degradation and work needed to resolve.
- Maintain a DoIT Teams support site for account holders.
- Adhere to DoIT's Change Management policy.

2.2 DoIT MSDW Enterprise Service team shall not be responsible for the following:

- Network connectivity and performance
- Device performance

2.3 User Agency's ("Customer") Responsibilities:

Customer shall:

- Use the DoIT approved central management tool to manage Azure Active Directory (AD) objects to ensure naming standards and licensing can be applied.
- Follow DoIT's naming conventions and standard operating procedures.
- Have adequate internet connectivity to support video calls, downloading and uploading of files.
- Notify DoIT of any service disruptions and provide screenshots of any errors.
- Connect agency systems to State of New Mexico Azure AD Tenant either directly or via hybrid configuration.
- Assign and manage licenses within agency, including reassignment of licenses as necessary.
- Comply with State of New Mexico records management laws and policies, including those related to records retention, disposition, and public inspection.
- Via Role Based Access Control (RBAC):
 - Manage and administer agency OneDrive and SharePoint applications delegated to the agency.
 - Utilize Intune for agency device management
 - Perform e-discovery searches as it pertains to Customer's agency.

- Participate in MSDW and related training related to administration.
- Follow the [Acceptable Use of IT Resources](#) policy.
- Install and configure Microsoft software included in the Advance License subscription.
- Users with the Basic License can access software installation services online at <https://login.microsoftonline.com>.
- Process legal holds and Inspection of Public Records Act (IPRA) requests as needed.

2.4 Additional Customer Responsibilities:

- **Service Initiation:** Customer must submit a Service Desk Ticket to Enterprise Support (enterprisesupportdesk@doit.nm.gov) to request MSDW service. Name a point of contact (POC) and a backup. Both individuals should have reasonable availability for working with DoIT to resolve a service-related incident or request.
- **New Licenses:** Submit Service Desk tickets as needed to accommodate new hires.
- **Decrease Existing License Quota:** DoIT will provide a 90-day notice for the Microsoft Enterprise Agreement renewal; prior to the renewal, the customer must submit a Service Desk ticket to decrease license quantity if warranted.
- **Payment for Service:** Monthly payment for MSDW licenses is based on the DoIT invoice, processed on the 10th of each month.
- **IPRA Requests:** Agencies will be responsible for processing records requests under The Inspection of Public Records Act.

3 System Availability, Reliability, and Protection

- 99.9% Availability (24 x 7 x 365)
- Load Balance User Connections (distribute network traffic equally)
- Anti-Virus / Anti-Spam and content filtering (local and gateway)
- Encrypted Email Service
- Secure user connections
- Secure external email host where supported
- Litigation Hold for all accounts

4 Service Level Agreements

- **Support Hours: 8AM - 5PM Monday - Friday**
- Uptime: 99.9%

Incidents and Requests

Priority Level	Description	Response Time	Resolve Time (80% completed within)
P1 – Critical	High urgency and high (system-wide) impact. A problem that affects the entire state.	1 Hour	4 Hours
P2 – High	High urgency and medium (multiple user) impact.	2 Days	72 Hours
P3 – Moderate	Medium urgency and medium (multiple user) impact.	5 Days	10 Days
P4 – Low	Low urgency and medium (multiple user) impact.	10 Days	15 Days
P5 - Lowest	Low urgency and low (single user) impact.	10 Days	20 Days

		Impact		
		High - System Wide Business Unit, Department, Location	Medium - Multiple Users Number of Users	Low - Single User Single User
Urgency	High Can no longer perform primary work functions	Critical	High	Moderate
	Medium Work functions impaired	High	Moderate	Low
	Low Inconvenient	Moderate	Low	Low

In some instances, it may be necessary to contact vendors for assistance, which may extend response times.

5 Maintenance Schedules

To stay current with security and system patches, maintenance windows for email services will be scheduled on an as-needed basis. System down time is limited and often unnoticed by end users. When an outage is expected, DoIT will provide 7 days advanced notification, when possible, exception would be a critical event needing immediate action.

6 Support and Service Outages

Service is available to customers 24 x 7 x 365, excluding planned and unplanned maintenance windows. Normal hours of operation for DoIT technical support staff are 8AM – 5PM Monday - Friday (excluding holidays).

DoIT may monitor the use of this service at any time and by any reasonable means. DoIT reserves the right to take any action necessary to protect the integrity or security of state information technology systems, resources, or infrastructure.

Contact the Enterprise Support Desk at (505) 827-2121 or email: EnterpriseSupportDesk@doit.nm.gov

7 Costs for Services

The cost of services is outlined in DoIT's [FY21-FY24 Service Catalog and Rates Guide](#) for the current fiscal year. DoIT sends Customer billings on the 10th of every month.

8 License Assignments

Agency must agree to a license quota based on known need through the end of their Enterprise Agreement. Agency may reassign licenses to other users within its agency on an as-needed basis. If the Agency requests a decrease, DoIT will attempt to identify other agencies in need and transfer said licenses. DoIT will notify the agency 90 days prior to the Enterprise Agreement renewal date.