<Date>

**Version <X.x>**

**NOTES TO THE AUTHOR/TEMPLATE INSTRUCTIONS**

This template includes instructions and boilerplate text for this document. The author should note that:

* Each section provides instructions or describes the intent, assumptions, and context for content included in that section. Instructional text appears in *blue italicized text* throughout this template.
* Replace instructional text in each section with project specific information.
* Use or modify boilerplate examples of wording and formats for text and tables as appropriate.
* Search and replace all text enclosed in angle brackets - < > - with project specific information (e.g., <Project Name> or <Project Acronym>.

Follow these steps when using this template:

1. All documents must be compliant with Section 508 requirements. Refer to [FNS 504-508 Compliance Reference Library](https://fncspro.usda.net/offices/oit/Documents/Forms/AllItems.aspx?RootFolder=%2Foffices%2Foit%2FDocuments%2F504%2D508%20Compliance%20%2D%20Accessibility&View=%7BB47848DF%2D6059%2D4D43%2DAB0C%2D8ECEDC92AD4C%7D) or [Section508.gov](https://section508.gov/) for more information.
2. Modify any boilerplate text, as appropriate, for your specific project.
3. Use Styles for new sections such as Heading 1, Heading 2 and Std Para.
4. Place Table captions and descriptions *above* the table and centered. All tables must have an associated tag providing appropriate alternative text for Section 508 compliance.
5. Place Figure captions and descriptions *below* the figure and centered. All figures must have an associated tag providing appropriate alternative text for Section 508 compliance.
6. Update the Table of Contents and any List of Tables or List of Figures by right-clicking it and selecting Update field / Update entire table.
7. Delete this “Notes to the Author/Template Instructions” page and all instructional text to the author before finalizing the draft of the document.

**SDLC TEMPLATE REVISION HISTORY**

| VERSION | DATE | CHANGE DESCRIPTION |
| --- | --- | --- |
| 1.0 | 12/23/13 | Updated template with cosmetic changes. |
| 1.2 | 6/11/14 | Replaced O&M Project Manager role with SLA Coordinator role |
| 1.3 | 4/19/17 | Changed to new OIT template format; updated name of SLA Coordinator; updated responsibilities language to align with FNCS Intranet Governance Plan; updated metrics language. |
| 2.0 | 02/12/2018 | Removed references to ADB. Generalized the template to include for whole of OIT. |
| 2.1 | 11/02/2020 | Updated to reflect new FNS Agile SDLC processes and comply with Section 508 standards. |

**SDLC TEMPLATE CONTACT INFORMATION**

| RESPONSIBILILTY | CONTACT PERSON | EMAIL ADDRESS |
| --- | --- | --- |
| Portfolio Management Division Director, Chief Portfolio Officer | Joe Shaw | [Joseph.Shaw@usda.gov](mailto:Joseph.Shaw@usda.gov) |
| IT Governance Manager | Kevin Russ | [Kevin.Russ@usda.gov](mailto:Kevin.Russ@usda.gov) |
| SDLC Lead | Max Mounger | [Max.Mounger@usda.gov](mailto:Max.Mounger@usda.gov) |

Complete the below table to track the version history of this document.

**DOCUMENT REVISION HISTORY**

| **VERSION** | **DATE** | **AUTHOR** | **CHANGE DESCRIPTION** |
| --- | --- | --- | --- |
| x.x |  |  |  |
| x.x |  |  |  |
| x.x |  |  |  |

*List the relevant area of responsibility, contact person and email address for this document.*

**CONTACT INFORMATION**

| **RESPONSIBILILTY** | **CONTACT PERSON** | **EMAIL ADDRESS** |
| --- | --- | --- |
| Area of Responsibility |  |  |
| Area of Responsibility |  |  |
| Area of Responsibility |  |  |
| Area of Responsibility |  |  |
| Area of Responsibility |  |  |

**APPROVAL**

**OFFICE OF INFORMATION TECHNOLOGY**

| This document approved by: |  |
| --- | --- |
|  | **<Name>**Date  Director, OIT Portfolio Management Division |

|  | **<Name>**Date  Business Owner, Organization’s Approving Authority |
| --- | --- |

Table of Contents

[1. PURPOSE 1](#_Toc54268766)

[2. DATES OF SERVICE 1](#_Toc54268767)

[3. ANNUAL REVIEW 1](#_Toc54268768)

[4. ROLES AND RESPONSIBILITIES 1](#_Toc54268769)

[5. SERVICE DESCRIPTION AND METRICS 2](#_Toc54268770)

[6. SERVICE AVAILABILITY 2](#_Toc54268771)

**List of Tables**

[Table 1 - Roles and Responsibilities 1](#_Toc54178394)

*List the acronym reference and definition or description for each acronym contained in this document.*

**ACRONYM LIST**

| **REFERENCE** | **DEFINITION** |
| --- | --- |
| ADB | Application Development Branch |
| FNS | Food and Nutrition Service |
| ISO | Information Security Office |
| LOE | Level of Effort |
| O&M | Operations and Maintenance |
| O&MB | Operations and Management Branch |
| OIT | Office of Information Technology |
| PIA | Privacy Impact Assessment |
| PMB | Program Management Branch |
| PMD | Portfolio Management Division |
| PTA | Privacy Threshold Analysis |
| SLA | Service Level Agreement |
| TD | Technology Division |

# PURPOSE

This Service Level Agreement (SLA) is an agreement between the Office of Information Technology (OIT) Portfolio Management Division (PMD) Director and *<insert business owner name and organization>*. It defines the service levels and associated metrics for OIT Operations and Maintenance (O&M) support of the *<insert application name and provide Production hyperlink.>*

The objective of this SLA is to provide the framework for quality OIT O&M service delivery.

# DATES OF SERVICE

This agreement starts on the date of signatory approval, and remains in effect until application end of life or SLA revision with signature.

# ANNUAL REVIEW

The OIT SLA Coordinator is responsible for facilitating annual reviews of this document concurrently with the mandatory annual updates to the Privacy Threshold Assessment (PTA) and Privacy Impact Assessment (PIA) for the application. SLA content may be amended or modified with the mutual agreement of the PMD Director/Operations and Management Branch (O&MB) Branch Chief and *<insert application owner designation / application name; e.g., IMO Chief / E-Library>* Business Owner.

# ROLES AND RESPONSIBILITIES

The following table identifies the Name, Role and corresponding Responsibility for a all parties responsible for the execution, management and oversight of service level management for the project or application.

Table - Roles and Responsibilities

| **Name** | **Role** | **Responsibility** |
| --- | --- | --- |
| *<insert name>* | OIT Developer | * Deliver services specified in this agreement as assigned. * Provide level of effort (LOE) estimates for change requests and actual LOE for approved change requests. |
| *<insert name>* | Application Business Owner | * Work with OIT on yearly SLA/PTA (and PIA if required) updates. * Provide content oversight. * Assign responsibility for application content and user management. * Notify application users of planned outages. * Ensure new staff members are trained in application usage. * Respond to technical clarification questions. * Provide feedback on service delivery. |
| *<insert name>* | OIT Project Manager | * Accountable for SLA and PTA/PIA process oversight. |
| *<insert name>* | Application SLA Coordinator | * Review SLA template annually – review proposed changes with PMD Director. * Coordinate annual SLA and PTA/PIA updates. * Track and manage O&M change requests against service metrics. |

# SERVICE DESCRIPTION AND METRICS

*Modify sample text in the table below to reflect agreed upon metrics.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref.** | **Service Name** | **Service Description** | **Service Metrics** |
| 1 | Operations Support | Troubleshoot and resolve issues encountered by users. | Provide initial response to customer within three business days. Resolution times will vary based on the nature of the issue, and will be tracked for reporting purposes. |
| 2 | Emergency Releases | Respond to Emergency Release requests.  *Note: Emergency Releases are defined as minor changes essential for continued application usage that do not exceed 4 work hours.* | Development to be completed within 3 business days of approved request. |

# SERVICE AVAILABILITY

Whenever possible, normal maintenance will be performed during off hours (after 6pm and before 7am Eastern time). The Business Owner will be informed when downtime cannot be prevented and maintenance duration will be as short as possible. The Business Owner will notify application users of the down time.