

Health Shared Services BC

A division of the Provincial Health Services Authority

Maintenance Agreement

Between Application Owner and HSSBC Database Services

For

SQL databases on HSSBC Shared SQL Servers

Objective

The objective of this document is to establish a common understanding of the roles, responsibilities and accountabilities regarding the ongoing maintenance and support of the shared SQL database resource.

Scope

The scope of the Maintenance Agreement will include the following entities:

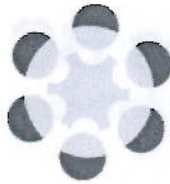
- HSSBC and all participating Health Authorities.

Application Owner Responsibilities

- Provide primary contact name and secondary contact name (for when the primary contact is unavailable).
- Report problems using the Support and Escalation process via service desk.
- Agree to provide staffing and support HSSBC Database Services during Quarterly maintenance downtimes.
- Quarterly downtime maintenance will occur on a predetermined schedule for the server your database resides on. Example: The third Saturday of the following months January, April, July and October. You will be informed of the server name and related schedule when Database Services has mounted your database.
- Inform HSSBC Database Services with a service request in a timely manner when updates, changes or additions are needed.
- Contact or communicate with vendor if problems cannot be resolved internally (provide vendor contact information).

HSSBC Database Services Responsibilities

- Create and monitor SQL database maintenance plans
- Monitor and maintain Server hardware.
- Perform quarterly Server and Database maintenance functions. This includes Windows security hot fixes and service packs as well as SQL service pack upgrades.
- Ensure that data backups and database growth is being monitored.
- Control (maintain) Security and Access to the SQL Server.
- Assess and assist if possible Application Owners/Vendors service requests.



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Application Contact Information:

Jason Freeman

Primary Contact

Tyler Lloyd

Secondary Contact

jason.freeman@hssbc.ca

Primary Email (Group Distribution List Preferred)

tyler.lloyd@hssbc.ca

Secondary E-Mail

Security Tracking

Application Name

24/7

Typical Business Hours

Acknowledgement

The Application Owner and HSSBC Database Services have both acknowledged and accept terms and responsibilities required for effective and efficient delivery of service.

[Signature]

Leader/Manager, Department

June 13, 2011

Date