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
# TABLE OF CONTENTS

1.0 SERVICE LEVEL AGREEMENT .................................................................1  
  1.1 SERVICES MATRIX ............................................................................1  
  1.2 INFORMATION ASSURANCE CONTROLS ........................................2  
2.0 IBM MAINFRAME PROCESSING ...........................................................3  
  2.1 IBM MAINFRAME RATE-BASED PROCESSING .................................3  
  2.1.1 IBM MAINFRAME RATE-BASED PROCESSING z/Linux ...............3  
  2.2 IBM MAINFRAME REIMBURSABLE SERVICES ..................................3  
  ADDITIONAL COMMENTS ......................................................................3  
3.0 UNISYS MAINFRAME PROCESSING ....................................................4  
  3.1 UNISYS MAINFRAME RATE-BASED PROCESSING .............................4  
  3.2 UNISYS MAINFRAME REIMBURSABLE SERVICES .............................4  
  ADDITIONAL COMMENTS ......................................................................4  
4.0 STORAGE ............................................................................................5  
  4.1 STORAGE – IBM/UNISYS MAINFRAME RATE-BASED ......................5  
  4.2 STORAGE - SERVER RATE-BASED ....................................................5  
  4.3 STORAGE REIMBURSABLE SERVICES ..............................................6  
  ADDITIONAL COMMENTS ......................................................................6  
5.0 SERVER PROCESSING ..........................................................................7  
  5.1 SERVER RATE-BASED PROCESSING – WINDOWS .............................7  
  5.2 SERVER RATE-BASED PROCESSING – UNIX ......................................7  
  5.3 SERVER REIMBURSABLE SERVICES ...............................................7  
  ADDITIONAL COMMENTS ......................................................................7  
6.0 OTHER SERVICES ............................................................................8  
  6.1 OTHER SERVICES (RATE BASED PROCESSING) ...............................8  
  6.2 OTHER RATE BASED SERVICES ....................................................8  
  6.3 OTHER REIMBURSABLE SERVICES ................................................8  
  ADDITIONAL COMMENTS ......................................................................8  
7.0 SERVICE CONTINUITY (COOP) ..........................................................9  
  7.1 COOP – IBM MAINFRAME ...............................................................9  
  7.2 COOP – z/Linux ................................................................................9
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.

<table>
<thead>
<tr>
<th>Application Name</th>
<th>ASC</th>
<th>Id/DS/DABN</th>
<th>MAC</th>
<th>Confidentiality Level</th>
<th>*C/A exp. date</th>
<th>IBM</th>
<th>z/Linux</th>
<th>Unisys</th>
<th>Storage</th>
<th>Server</th>
<th>Other</th>
<th>Server COOP</th>
</tr>
</thead>
<tbody>
<tr>
<td>eJMAPS</td>
<td>EJM</td>
<td>GSCEJM</td>
<td>III</td>
<td>S</td>
<td>05/01/12</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

(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.

<table>
<thead>
<tr>
<th>Application Name</th>
<th>ASC</th>
<th>Id/DSD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Applicable</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Application Name</th>
<th>ASC</th>
<th>Id/DSD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Applicable</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2.2 IBM MAINFRAME REIMBURSABLE SERVICES

This table identifies applications with associated reimbursable services.

<table>
<thead>
<tr>
<th>Application Name</th>
<th>ASC</th>
<th>App Support</th>
<th>DB Admin</th>
<th>Software</th>
<th>Other Service(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Applicable</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Application Name</th>
<th>ASC</th>
<th>Id/DSD</th>
<th>Application Name</th>
<th>ASC</th>
<th>Id/DSD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Applicable</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## 3.2 UNISYS MAINFRAME REIMBURSABLE SERVICES

This table identifies applications with associated reimbursable services.

<table>
<thead>
<tr>
<th>Application Name</th>
<th>ASC</th>
<th>App Support</th>
<th>DB Admin</th>
<th>Software</th>
<th>Other Service(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Applicable</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## 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.

<table>
<thead>
<tr>
<th>Application Name</th>
<th>ASC</th>
<th>Basic Local (L1)</th>
<th>Operational Local (L2)</th>
<th>HA Local (L3)</th>
<th>Non-Disrup Local (L4)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Applicable</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Application Name</th>
<th>ASC</th>
<th>Basic Remote (R1)</th>
<th>Operational Remote (R2)</th>
<th>HA Remote (R3)</th>
<th>Non-Disrup Remote (R4)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Applicable</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Application Name</th>
<th>ASC</th>
<th>Basic Local (L1)</th>
<th>Operational Local (L2)</th>
<th>HA Local (L3)</th>
<th>Non-Disrup Local (L4)</th>
</tr>
</thead>
<tbody>
<tr>
<td>eJMAPS</td>
<td>EJM</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Application Name</th>
<th>ASC</th>
<th>Basic Remote (R1)</th>
<th>Operational Remote (R2)</th>
<th>HA Remote (R3)</th>
<th>Non-Disrupt Remote (R4)</th>
</tr>
</thead>
<tbody>
<tr>
<td>eJMAPS</td>
<td>EJM</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 4.3 STORAGE REIMBURSABLE SERVICES

This table identifies applications with associated reimbursable services.

<table>
<thead>
<tr>
<th>Application Name</th>
<th>ASC</th>
<th>Other Storage Service(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Applicable</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 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.

<table>
<thead>
<tr>
<th>Application Name</th>
<th>ASC</th>
<th>Basic Hardware Services</th>
<th>Application Support</th>
<th>DBA</th>
<th>Database Software</th>
<th>24 X 7 SA</th>
<th>24 X 7 App Support</th>
<th>24 X 7 DBA</th>
</tr>
</thead>
<tbody>
<tr>
<td>eJMAPS</td>
<td>EJM</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5.2 SERVER RATE-BASED PROCESSING – UNIX

Rate-Based Services Provided: The following services are provided as described in the Service Catalog.

<table>
<thead>
<tr>
<th>Application Name</th>
<th>ASC</th>
<th>Basic Hardware Services</th>
<th>Application Support</th>
<th>DBA</th>
<th>Database Software</th>
<th>24 X 7 SA</th>
<th>24 X 7 App Support</th>
<th>24 X 7 DBA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Applicable</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5.3 SERVER REIMBURSABLE SERVICES

This table identifies applications with associated reimbursable services.

<table>
<thead>
<tr>
<th>Application Name</th>
<th>ASC</th>
<th>App Support</th>
<th>DB Admin</th>
<th>Software</th>
<th>Other Service(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Applicable</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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](#).

<table>
<thead>
<tr>
<th>Application Name</th>
<th>ASC</th>
<th>RACE Communication Services</th>
<th>Web Services</th>
<th>Data Base as a Service</th>
<th>Content Delivery Services</th>
<th>System Design and Integration Support</th>
<th>ATAAPS</th>
<th>Customer Management Service</th>
<th>Oracle Enterprise Grid Control</th>
<th>Synaps</th>
</tr>
</thead>
<tbody>
<tr>
<td>eJMAPS</td>
<td>EJM</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 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.

<table>
<thead>
<tr>
<th>Application Name</th>
<th>ASC</th>
<th>Other Rate Based Service(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Applicable</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 6.3 OTHER REIMBURSABLE SERVICES

This table identifies applications with associated reimbursable services.

<table>
<thead>
<tr>
<th>Application Name</th>
<th>ASC</th>
<th>Other Service(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Applicable</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 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.
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.

<table>
<thead>
<tr>
<th>Application Name</th>
<th>ASC</th>
<th>RRC 1</th>
<th>RRC 2</th>
<th>RRC 3</th>
<th>RRC 4</th>
<th>Customized Fail-over</th>
<th>T &amp; D Solution</th>
<th>No DISA-provided COOP</th>
</tr>
</thead>
<tbody>
<tr>
<td>eJMAPS</td>
<td>EJM</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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