

Service Description

OIT offers Microsoft SharePoint Server 2010 portal setup and hosting services for agencies interested in internal collaboration, external collaboration, organizational portals, business process workflow, and business intelligence. This hosted service is ideal for storing project documents in a central location and sharing them with others. By using SharePoint lists, libraries, and Web Parts, team members can work more efficiently and productively.

SharePoint offers the following features to help agencies improve organizational effectiveness:

- Anonymous Access
- Business Process Workflow
- Collaboration
- Data Backup
- Deleted Item Recovery
- Enterprise Content Management
- Enterprise Search
- Integration with Microsoft Office Applications
- Sandboxed Solutions
- Secure Access

A SharePoint customer might also be interested in the Ohio One Network service.

Customer Benefits

- **Cost Savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Information Retrieval** - This service has robust search capabilities that allow users to quickly locate information by document title, keyword search, document type, document publication date, etc.
- **Information Sharing** - This service acts as a focal point for organizations to publish information that may be accessed by multiple people.
- **Security** - This service offers protected exchanges of information to block unauthorized access.

OIT Provides

- A hosted SharePoint platform
- Active Directory Account setup
- Backup and recovery capabilities
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Service provisioning and implementation

Maintenance Schedule

Maintenance of the SharePoint Portal occurs on Friday mornings from 6:00 a.m. to 7:00 a.m. when needed. Scheduled maintenance occurs on selected Wednesdays from 6:00 p.m. to midnight and selected Tuesday mornings from 3:00 a.m. to 6:00 a.m. Outages are minimized or canceled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are established at the beginning of the year, and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, then the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, SharePoint support staff is available 24 x 7 for both incident reporting and resolution. SharePoint staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours.

Note: The customer is responsible for providing end-user support for this service.

Service Objectives

Category	Evaluation Criteria	Target
Availability	SharePoint service uptime	99%
Incident Responsiveness	SharePoint support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	SharePoint support staff resolves incident within 4 hours.	75%

Customer Requirements

- Information to create Active Directory accounts
- Maintain agency and service contact lists via the IT Enterprise Services portal at: <http://itenterprise.ohio.gov>.
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid billing number
- Two site administrators

Additional Information

For more information on this service or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

Visit us on the web at: <http://das.ohio.gov/Divisions/InformationTechnology.aspx>.